



RYAN ADAMS

Entry-Level IT

City, ST
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m
(555) 123-7890

Entry-level IT professional with a strong foundation in technical troubleshooting and cybersecurity

Motivated IT graduate with hands-on experience in network administration, software troubleshooting, and system security. Adept at diagnosing and resolving IT issues while continuously learning emerging technologies.

Professional Experience

IT Intern *TechWave Solutions, City, ST | June 2023 - December 2023*

- Assisted in diagnosing and resolving network connectivity issues for 100+ users
- Configured and maintained Windows servers, ensuring system uptime of 99%

Help Desk Assistant *City University IT Services, City, ST | August 2022 - May 2023*

- Provided software and hardware support to students and faculty, reducing ticket resolution time by 20%
- Assisted in implementing a new help desk system that improved response efficiency

Education

Bachelor of
Science in
Information
Technology (May
2023)

City University, City, ST

Key Skills

<div></div>	Network troubleshooting
<div></div>	Windows and Linux administration
<div></div>	Cybersecurity fundamentals
<div></div>	Python and Java programming
<div></div>	Technical documentation

Certifications

- CompTIA A+
- Google IT Support Professional Certificate