NAJMA CIECKO

System Administrator

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(764) 853-9399
Lexington, KY

PROFILE

Experienced System Administrator with 3 years in maintaining and optimizing IT infrastructures. Proven track record in managing servers, ensuring network security, and solving technical issues swiftly. Adept at streamlining operations and enhancing system performance.

LINKS

linkedin.com/in/najmaciecko

SKILLS

Linux

PowerShell

Docker

Ansible

AWS

Kubernetes

VMware

Nagios

LANGUAGES

English

Hindi

HOBBIES

Photography
Gardening
Cooking

EMPLOYMENT HISTORY

Junior System Administrator at Google, KY
May 2025 - Present

- Implemented an automated backup system that reduced data recovery time by 35% and minimized downtime, enhancing overall system reliability.
- Collaborated with a cross-functional team to streamline server maintenance protocols, decreasing scheduled maintenance duration by 25%, thus improving user access continuity.
- Spearheaded a project to upgrade security measures across 200+ endpoints, resulting in a 40% reduction in reported vulnerabilities within the first quarter.

IT Support Specialist at Microsoft, KY
Apr 2022 - Apr 2025

- Spearheaded the implementation of a new ticketing system, reducing response time by 37% and improving customer satisfaction scores by 22%.
- Collaborated with cross-functional teams to troubleshoot and resolve over 1,250 technical issues monthly, enhancing overall productivity and minimizing downtime.
- Led a project to upgrade network security protocols, resulting in a 45% decrease in security incidents within the first quarter.
- Trained and mentored a team of six junior IT specialists, boosting their efficiency by 30% through targeted skill development sessions.

EDUCATION

Associate of Applied Science in Network Administration at Bluegrass Community and Technical College
Mar 2018 - May 2022

Network Security, Routing and Switching, Server Administration, Network Design, Wireless Networking, Virtualization Technologies, and IT Project Management.

CERTIFICATES

Red Hat Certified System Administrator (RHCSA)
Nov 2023

AWS Certified SysOps Administrator
Mar 2022