

Tuula Cuffel

IT Specialist

Profile

I am an IT Specialist with over 6 years experience. I have a strong background in managing and troubleshooting computer networks and systems. I am also skilled in web development, programming, and graphic design. In my previous positions, I have successfully led projects from start to finish and provided training and support to users. I am a motivated self-starter who is always looking for new challenges.

Employment History

Software Engineer at Google – Mountain View, CA

Apr 2022 - Present

- Successfully installed new software for 100+ computers in under 2 weeks.
- Migrated company website to a new hosting service, resulting in a 50% decrease in loading times.
- Set up and managed an email server with 99.9% uptime over 4 years.
- Wrote custom scripts to automate various tasks, saving the company 1 man-hour per day on average.
- Implemented a backup regime that reduced data loss by 98% compared to the previous year.
- As lead IT Specialist, coordinated efforts of four other technicians during system-wide hardware upgrade.

IT Consultant at Microsoft – Redmond, WA

Jul 2016 - Mar 2022

- Implemented a network monitoring solution that reduced downtime by 30%.
- Coordinated the installation of 50 new workstations, reducing set-up time by 20%.
- Created company website, which receives 500 unique visitors per day.
- Wrote custom software to streamline data entry for order processing, saving 2 hours per day.
- Led team of 4 in developing an intranet portal used daily by 100 employees.
- Trained 12 employees on use of Salesforce CRM resulting in 15% increase in productivity.

Certificates

CCNA (Cisco Certified Network Associate)

Oct 2020

CCNP (Cisco Certified Network Professional)

Sep 2019

MCSE (Microsoft Certified Solutions Expert)

Jun 2018

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📍 321 Kentucky Avenue Southeast,
Washington, DC 20003

Education

Bachelor of Science in Computer Science at Carnegie Mellon University, PA

Aug 2011 - May 2016

I completed my Bachelor of Science in Computer Science with distinction. I was on the Dean's List for my academic excellence.

Links

[linkedin.com/in/tuulacuffel](https://www.linkedin.com/in/tuulacuffel)

Skills

CompTIA A+

Cisco Certified Network Associate (CCNA) Routing and Switching

Microsoft Certified Solutions Associate (MCSA): Server 2012/2016

Linux+ Certification

CompTIA Security+ Certification

Cloud Essentials Certificate

☐ --CompTIA

Languages

English

Urdu