**Dana Rice**  Seattle, WA *driceworks@gmail.com* *(206) 218-3615*

Line

# Professional Qualifications

* 15+ years’ experience providing exceptional, compassionate customer service
* Extensive professional IT experience in complex operational settings
* Ongoing training in Agile & Scrum Frameworks, Inclusive Leadership, Network Administration and Security
* Experience in quality assurance & quality control
* Team-oriented, committed to iterative improvement
* Proven ability to explain technical concepts to non-technical people and vice-versa.
* Adept at translating between technical staff from different fields.
* Respectful, patient interactions with customers. Skilled in active listening, languages and dialects.
* Highly effective, sustainable solutions to elusive issues
* Exceptional skills in troubleshooting, problem solving and root cause analysis

#### Key Knowledge And Skills

| Windows Servers | iOS & other operating systems | IIS, SteamLCS Servers | Proactive & Adaptable |
| --- | --- | --- | --- |
| Teams, Zoom, Slack | Powershell & other scripting | AzureDevOps | Customer-Centered |
| ACL & ID management | Confluence, Sharepoint, etc. | Agile frameworks | Life-long learning |
| Active Directory & AAD | Tableau Server & Atlassian Servers | Azure and Physical Hosts | Strong Analytical Skills |

HEAT, ITSM, VSO & other ticketing systems ITAM, HEAT and other Asset Management systems Agile/Scrum skills

**Education**

*Agile and Scrum Frameworks (Summer-Fall 2021)* Lucid Agile and The Job Hackers online bootcamps

*Network Administration AAS (Completed 07/2019)* South Seattle & Seattle Central Colleges

*Coursework included: Network Administration, Network Security, Ethical Hacking, Virtualization and the Cloud, Unix OSes, Windows OSes, Databases, Customer Service and Research Strategies, A+ Hardware, Wireless Communications, Web Development, Python programming, Java programming, Cisco I, II, III, & IV, Networking of Windows Servers.*

*Software Testing & Quality Assurance Certificate* University of Washington PCE

*Network Administration Certificate Program* North Seattle College

*Course study, multiple programming languages* Seattle Colleges and University of Washington

*Bachelor of Arts, Spanish Language and Literature* William & Mary

## Professional Experience

**Support Engineer** *(Contract role)*

343 Industries October 2019 to April 2021

* 2nd Tier and 3rd Tier operational support. Triage, troubleshooting, documentation and/or escalation.
* Infrastructure support for application, test, build, database, and release servers for a Microsoft game studio
* Specialty in complex projects with multiple blocking issues and few documented resources.
* Change management in an agile environment.
* Monitoring, troubleshooting, patching, upgrading and repair of physical and virtual servers. Tools included Azure, Qualys, Signiant and Solarwinds. Access to servers accomplished onsite and via KVM and RDP. (Worked remotely post-March 2020.)
* Supporting connectivity and servers for remote partner organizations in a variety of worldwide locations
* Installation, upgrade and troubleshooting of a variety of third-party and in-house tools.
* Complex multi-domain identity management with keyvaults, certs, gateways, AD, AAD, JIT, PIM, NSGs, ACLs, etc.

**Student of Network Administration and Cybersecurity** August 2017 to July 2019

South Seattle College / Seattle Central College

* AAS earned 7/2019
* Coursework included: Network Administration, Network Security, Ethical Hacking, Virtualization and the Cloud, Unix Operating Systems, Windows Operating Systems, Databases, A+ Hardware, Wireless Communications, Web Development (HTML 5), Python programming, Java programming, Cisco I, II, III, & IV, Networking of Windows Servers, Customer Service and Research Strategies

**Caregiver**  November 2016 to Aug 2017

Family Member’s Home

* Tier 1 In-home Caregiving Support for an infirm family member
* Specialized training in techniques for supporting and communicating with memory care patients
* Management of complex care schedules, activities, care plans, medications, multiple daily physical therapy sessions, family collaborations, and projects to modify and upgrade living spaces

**Site Services Technician** *(Contract role)*July 2015 to November 2016

Microsoft Office Engineering Labs

* Operational support of physical and virtual servers and infrastructure for testing, building, managing and releasing Microsoft Office products and patches
* Monitoring, troubleshooting and repair of hundreds of PCs, tablets, smartphones and specialized equipment
* Documentation, resolution and escalation of issues in multiple ticketing systems
* Extensive use of Powershell, SCOM, SCVMM, Commvault, SQL Server Management Studio, VSO, Sharepoint, Windows MMC, Task Manager, Dell OMSA, RDP, KVM, server/device imaging, diagnostics
* Extensive creation and update of procedural documentation for/with teammates

**Upgrade Support Technician***(Contract role)*December 2014 to July 2015

Swedish Medical Centers

* PC upgrade, configuration, deployment, and post-upgrade end-user support and training
* Documentation and escalation of issues
* Procedural documentation for/with staff and end-users
* Asset management support

**Service Desk Technical Support - IT Systems Analyst** *(OOC / Temp role)*  August 2013 to July 2014

Seattle Public Utilities Information Technology Division

* Technical support for employee computing environment, including training and coaching users
* Active Directory (AD) account and group management
* Triage, resolution, and thorough documentation, for reference or escalation, of all issues and their resolutions, including symptoms, steps to reproduce, screenshots, steps taken to resolve, flagging for knowledge base where appropriate,
* Continuous management of asset and customer data with each contact
* Testing and bug reporting of web-based forms and applications
* Writing technical instructions for end users and tech support staff

**Software Tester** February 2013 to July 2013

uTest.com

* Part-time, Ad-hoc, in-the-wild testing of PC, Mac and iPhone applications, begun during classes for Certificate in Software Testing & Quality Assurance from University of Washington PCE
* Achieved Silver tester rating in a short amount of time
* Testing Web sites and apps on Apple and Windows computers and devices (Macbooks, Windows PCs, iPhones)
* Thorough documentation and reporting of issues and bugs, including crash logs, screenshots, steps to reproduce, and identifying lines of code where appropriate.
* Black box and grey box testing, scripted and unscripted

**Water Meter Reader** April 2010 to August 2013

Seattle Public Utilities Customer Service Branch

* Accurate collection and verification of hundreds of data points per day. Updating maps and documentation.
* Troubleshooting of manual and automated meter devices.
* Thorough triage of issues such as malfunctioning or damaged meters, missing meters and access issues
* Documentation and reporting of issues to crew dispatch
* Project work such as updating all safety supplies and equipment, peer training on technology topics

**Web Systems Administrator - IT Professional B** April 2002 to April 2010

Seattle City Light, Information Technology Division

* Fast-paced hybrid environment of iterative web application design, development, administration, and architecture.
* Effective, iterative project management
* Application architecture design
* Network connectivity triage and escalation
* Application architecture design in a complex heterogeneous environment
* Web server administration of a tiered farm of development, staging and production servers
* Daily grey-box Quality Assurance, Quality Control and Code Promotion