

Dana Rice

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Career History

IT Systems Analyst

February 2014 to July 2014

Seattle Public Utilities

Information Technology Division

- Temporary position - 1st Tier technical support for employee computing environment
- Triage and resolution of issues on customer's computers.
- Ad-hoc training of customers in new operating systems and various productivity software
- Documentation of all issues and their resolutions
- Escalation of issues to the next tier of support, when appropriate
- Documentation of procedures for future reference of tech support staff
- Data verification of asset location, customer locations and contact information with each issue
- Testing of new web-based forms for service request intake
- Writing technical instructions for end users and tech support staff of agency-specific procedures

IT Systems Analyst

August 2013 to January 2014

Seattle Public Utilities

Information Technology Division

- Out-of-class position to assist in department-wide upgrade to Windows 7 – 1st Tier technical support
- Triage and resolution of issues on customer's computers via remote access, instructing users, via phone and email
- Ad-hoc training of customers in new versions of a variety of software
- Documentation of all issues and their resolutions
- Escalation of issues to the next tier of support, when appropriate
- Documentation of procedures for future reference of tech support staff
- Data verification of asset location, customer locations and contact information with each issue

Freelance Software Tester

Spring-Summer 2013

uTest.com

- Ad-hoc in-the-wild testing, following earning certificate in SW Testing from UW PCE
- Testing Web site and applications on Apple and Windows computers and devices (Macbook, Windows 7&8, iPhone 4&5)
- Documentation 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
- Ongoing training on the uTest site to enhance and add skills.
- Ramped down participation after taking on a new full-time day job in tech support
- Highest tester rating achieved - Silver

Water Meter Reader

April 2010 to August 2013

Seattle Public Utilities

Customer Service Branch

- Data collection and verification for hundreds of meters per day.
- Troubleshooting of manual and automated meter reads.
- Triage of issues such as leaks, broken meters, missing meters and access issues
- Reporting of related issues to crew dispatch
- Direct, in-person, on-demand customer assistance
- On-demand customer training and education regarding agency services and products

IT Professional B

April 2002 to April 2010

Seattle City Light

Information Technology Division

- Web design, development, administration, and architecture.
- Project Management, Policy and Procedure creation and enforcement
- Technical Support and Jargon Translation
- Training, Work Supervision, Advising on Training Plans
- Server architecture design
- Network issue triage
- Application architecture design

- Web server administration
- Quality Assurance, Quality Control and Code Promotion
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Systems Analyst

October 1998 to April 2002

Seattle City Light

Information Technology Division

- Web design, development, administration, and architecture.
- Project Management, Policy and Procedure creation and enforcement
- Technical Support and Jargon Translation – explaining technical concepts to non-technical staff, and vice-versa, and translating technical concepts between varieties of technical staff.
- Training, Work Supervision, documentation,
- Server architecture design
- Network issue triage
- Application architecture design
- Web Server Administration
- Quality Assurance, Quality Control and Code Promotion

Manager, Computer Support & Operations

January 1998 to October 1998

University of Washington

Computer Science & Engineering Dept.

- Maintenance and development of WWW-based documentation and communications. Project Management of web development for my crew and customers.
- Scheduling, project management, work flow direction, hiring, meeting planning and leading, training, supervision of classified staff, professional staff, and student hourly workers.
- Accounts management on Unix and NT systems, operations procedures, system troubleshooting, administration. Maintain and configure PC-based network for historically Unix users.
- Technical Support: Provide Tech support to Department of Computer Science students, faculty and staff.
- Specify systems, procedures and utilities to improve efficiency and effectiveness of the Support & Operations Group. Evaluate and recommend hardware and software products to support the functions of the Support Group.
- Lab Equipment Planning.
- Manage helpdesk operations

Systems Analyst

January 1996 to January 1998

City of Seattle, WA

Police Department

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- Small-shop, hybrid multi-tasking duties including administration of network, server, desktop, email, remote access, telephone, wiring closet, server backup and other systems.
- Webmaster and team builder for the Police Department's first web development team
- Purchasing - Need assessment, site assessment, and completion of purchase orders for new equipment. Assist grant writers in determining technical specifications of equipment needed for grant-funded projects.
- Supervision – informal supervision of interns and temp employees.
- Direct Customer Support: Provide second-tier and third-tier helpdesk support in a 1500⁺-user network.
- Hardware and Software Support: Configure new servers and workstations.
- Data Communications: Troubleshoot and repair data and phone wiring issues.
- Network Administration – Network and email account administration and directory permission maintenance.
- Training – Support and train users in the use of department computers, including mobile laptop computers, email software, office productivity software, internet applications. Train all new technical support personnel. Train web developers in HTML and web development. Train reluctant mainframe admins in PC technologies. Train detectives in computer forensics. Train vice detectives in trolling the internet for illegal activities.

Computer Systems Analyst

July 1994-January 1996

City of Seattle, WA

Engineering Department

- Temporary position begun while finishing Network Administration Certificate Program at North Seattle Community College.
- Small-shop, hybrid multi-tasking duties including administration of network, desktop, email, remote access, telephone, wiring closet, hub and router, server backup and other systems

- Website Development - Participant in the migration of the City of Seattle BBS to a web site. Build the teams which subsequently developed new sites on both the BBS and the web site. Install development tools and train users in their use and in HTML and good web practices.
- Data Communications: Install and troubleshoot Internet and mainframe connectivity software on multiple platforms.
- Direct Customer Support: Support end-users, network administrators, and satellite systems staff.
- Train users and write documentation and instructions.
- Hardware and Software Maintenance: Set up new workstations and servers, and repair existing ones. Install and upgrade software and hardware on workstations and servers.
- Architecture: Inventory equipment and software. Diagram and monitor networks.
- Purchasing: Research and recommend purchases of computers, peripherals, and software.
- Network Administration: Account maintenance. Installing, configuring and distributing server-based applications. Routine backup and restore of servers and desktops. Research purchase of a new backup system. Troubleshoot software and hardware problems with workstations and servers.

Education And Training

<i>Screenwriting Certificate Program, completed April 2014</i>	University of Washington PCE
<i>Software Testing Certificate Program, completed February 2013</i>	University of Washington PCE
<i>Microsoft Application skills training, ongoing through 2014</i>	Microsoft Online Training
<i>Oracle Portal Web Content Management, 2003</i>	Oracle
<i>Windows 2000 Server / IIS Training, 2003</i>	NetDesk
<i>XML and Web Application Development, 2002</i>	NetDesk
<i>Stellent Content Management System, 2001</i>	Stellent
<i>Essentials of Project Management, 2000</i>	Skillpath Seminars
<i>Intro to XML</i>	Seattle Webgrlls
<i>Web Usability for ADA</i>	Seattle Webgrlls
<i>Web Usability for PDA Devices</i>	Seattle Webgrlls
<i>Web Team Building, 2000</i>	Seattle Webgrlls
<i>Active Server Pages, 1999</i>	Onsite at City of Seattle through prosofttraining.com
<i>JavaScript Fundamentals, 1999</i>	Onsite at City of Seattle through prosofttraining.com
<i>SQL Language Fundamentals, January 1999</i>	North Seattle Community College
<i>Microsoft Access 97, Levels 1 and 2, January 1999</i>	North Seattle Community College
<i>Intranets for Communicators, November 1998</i>	Ragan Communications
<i>Microsoft Windows NT Technical Support (MCSE Course) June, 1998,</i>	Microsoft in Higher Education
<i>Microsoft Windows NT Network Administration (MCSE Course) June,1998</i>	Microsoft in Higher Education
<i>Microsoft Internet Information Server 4.0 March, 1998</i>	Mastering Computers
<i>Supporting Microsoft Windows NT 4.0 March, 1998</i>	Mastering Computers
<i>Supporting Microsoft Windows NT 4.0 February, 1997</i>	Mastering Computers
<i>Website Development Spring 1995</i>	911 Media Arts Center
<i>Network Administration Certificate Program,,Certificate Completed July, 1994</i>	North Seattle Community College
<i>Computer Information Systems, Business Programming Certificate Program, (Turbo C and Cobol programming, etc.) Jan 1992-December 1993</i>	North Seattle Community College
<i>Post-Baccalaureate Study in Music and Theatre</i>	Washington State University
<i>Bachelor of Arts, Spanish Language and Literature</i>	William & Mary