

## 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