

# IAN REMINGTON HOLMES

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## NOTEABLE SKILLS

*JavaScript, CSS, HTML, Servant Leadership, Conflict Resolution, Excellent Verbal & Written Communication, Project Management, Spreadsheet Building & Analysis, Organization, Fleet Logistics, Inventory Management, Product Distribution, Systems Management, Customer Service, Point of Sale, Network Management (LAN, WAN, Firewalls, Switches, and Routers), Windows Server 2008/2012, and Active Directory, Visual Studio Code, JIRA.*

Certifications: Professional Scrum Master (PSM-I), CompTIA A+

Language Skills: English, some German

## EXPERIENCE

### **Systems Technician:** Uline Inc

April 2018 – Present

- Write and deploy scripts for various break/fix scenarios.
- Manage/Maintain over 1000 assets for a large-scale Enterprise.
- Act as the liaison for Executive/Department leadership.
- Facilitate inter-departmental meetings to promote transparency and efficiency.
- Manage enterprise scale projects:
  - Windows 10 deployments [2018], Site-wide WiFi installation [2019], Server, network, and equipment upgrades [2020], Scripting solutions for various group policy conflicts [2021].

### **IT Consultant:** Izzy's Ice Cream

April 2018 – March 2020

- Initiated and managed the overhaul of the company's entire IT Infrastructure, coordinating with vendors to ensure continuity of service and data integrity, and managing risk to the business.
- Created and successfully implemented more efficient solutions to several of our primary systems: inventory methods and tracking, SharePoint interface design and process workflow, and network infrastructure and agility.
- Create and maintain Standard Operating Procedures for IT related tasks and operations.
- Provide technical training to staff, management, and owners as needed.

### **Driver / Director of Distribution / Executive Assistant / Network & Systems Administrator:** Izzy's Ice Cream

July 2009 – April 2018

- Manage and coordinate projects across a 100+ person organization, with projects ranging in scale and scope.
- Directly impacted the growth of our wholesale division from 30 accounts in 2013 to over 100 accounts.
- Manage the entire onboarding process for all drivers (new or experienced) joining our team.
- Assist team members and owners with work needs: scheduling, data analysis, system/process development, and regulatory permit acquisition, meeting facilitation, and conflict resolution.
- Managed and optimized delivery teams and routes to ensure consistency and customer satisfaction.
- Built and maintained relationships with all of our vendors, partners, and wholesale customers.
- Coordinated fleet logistics for catered events with large vendors.

### **Soccer Referee** - Minnesota Youth Soccer Association

Summers: 2003 - 2008

## EDUCATION

University of Minnesota College of Continuing and Professional Studies - February 2022

- Full Stack Web Development Certification (In Progress)

Michigan Technological University, Houghton, MI - September 2006 - December 2007

- Major: Software Engineering / Computer Science
- Minor: Geology

DeLaSalle High School, Minneapolis, MN — HS Diploma - June 2006

- JV Soccer Captain, Varsity Soccer, Chess Team Captain, Speech Team, Orchestra, Pep Band