

Jared Huston

7406 N Albina Ave
Portland, OR 97217
(503) 680-3966
jared.d.huston@gmail.com

EXPERIENCE

iCabbi, North America *Implementations Project Manager & Customer Success Manager*

MARCH 2017 - APRIL 2020

Managed and delivered all stages of projects from initiation, onsite/remote training and system configuration, go-live, through the Support handover. Responsible for project milestones to ensure that the projects were delivered on time, and within budget.

Ensured that voice, dispatch, and mobile apps all fully configured and QA tested before implementation. Resolved any outstanding bugs or issues prior to go-live. Excelled in providing workarounds when a gap was identified. Managed and mitigated unexpected issues on go-lives unrelated to project work, such as communications outages, 3rd party software/hardware issues, and/or customers' personnel deficiencies.

Ensured customers' success by driving growth, and retention in the North American market by means of technical support, advising, automation, integrating with 3rd party software/hardware, and providing a point of escalation with our DevOps team.

Managed feature requests with Product Management, and assisted the teams and customers with any ongoing input. Validated newly deployed features by conducting in-depth QA testing, and technical writing for training purposes. Gathered customer feedback on product usage, and communicated any unmet or future needs back to Product Management for consideration within future roadmap development.

Worked with Marketing to develop a database of best practices and customer references/case studies. Identified and nurtured opportunities for customers to act as iCabbi advocates in the form of referrals, case studies, and testimonials.

Radio Cab Company, Portland, OR — IT & Dispatch Manager

NOVEMBER 2006 - FEBRUARY 2017

Managed 30+ agent dispatch center, and internal company network. Deployed all hardware, software, and network appliances while providing support for the entire staff. Coordinated training and project management.

Singlepoint, Seattle, WA — Network Technician

June 2005 - September 2006

Team member of a 24/7 Network Operations Center monitoring the Sprint/Nextel international wireless data network. Managed alerts and

SKILLS & EXPERTISE

Operating Systems

Linux, MacOS, Windows
Server & Desktop,
ChromeOS, Android, iOS,
MS-DOS.

Networking

TCP/IP, WLAN, DNS/BIND,
SSH, Apache, Samba, VPN,
AWS, API, firewalls &
routing logic.

Applications

Google Apps Suite, MS
Office, Slack, Jira, Zendesk,
Postman, Adobe Creative
Suite, Remote Desktop,
VNC, TeamViewer, cloud
based and traditional
phone systems, various
audio production
programs.

Development

HTML, CSS, BASH, JSON,
Wordpress.

SOFT SKILLS

Highly organized, motivated,
resourceful, intuitive, and
adaptable.

Easygoing and professional
demeanor, with the ability to
communicate and lead
effectively with all personality
types.

maintained the flow of data. Identified and resolved network events, in conjunction with domestic/international partners, and vendors.

Bent Image Lab, Portland, OR — *Systems Administrator*

August 2003 - March 2004

Sole administrator for a hybrid network of MacOS, Windows, and Linux servers/workstations. Desktop support for all artists, animators, editors, and other office staff. Responsible for the uptime and monitoring of a 32-node CGI animation rendering farm.

Hi-Tech Fisheries, Portland, OR — *IT Manager*

March 2002 - June 2005

Planning, management, and deployment of all computer/network related needs. Desktop/server support for all local and remote users. Maintenance, repair, and oversight of local and remote heterogeneous networks.

Speakeasy Network, Seattle, WA — *Internal Systems Support*

February 2000 - February 2002

Administration of all internal/external DNS zone files, and virtual hosting sites on Linux web/email servers. Daily processing of requests from end-users, internal tier 1 & 2 support staff, and vendor/partner technicians. Accountable for communications to end-users and internal staff regarding the status of a nationwide DSL network.

PROJECTS

Radio Cab Foundation — *Volunteer*

December 2007 - December 2018

Assisted with coordination in the Radio Cab dispatch center, website maintenance, and delivery of Christmas dinners to underprivileged families in the community.