

## Wayne Wagener

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4800 Pointes Dr. Mukilteo, WA 98275

972-965-5639

### SUMMARY

Versatile Technologist with a proven record of increasing departmental production by taking on and owning new technologies, streamlining processes, and developing and providing exceptional service to customers and partners. Well versed in data center operations and IT project lifecycles. Technical and detail oriented, quick to establish rapport and influence through relationship building, able to dependably deliver on milestones.

### TECHNICAL SUMMARY

- Project Management and Coordinator
- Windows Server
- Active Directory
- Sarbanes Oxley compliance
- Data Center Operations
- Documentation and technical writing
- Application Administration
- Technical trainer

### PROFESSIONAL EXPERIENCE

#### **Boeing/Dell/RMS Computers - Everett, WA Refresh Tech**

**4/2019 – 4/2020**

- PC Refresh Tech at Boeing Everett, WA.
- High level of customer interaction at all levels.
- Adept at troubleshooting and solving user access, application and connection issues either in person or remote.

#### **TEKsystems Bellevue, WA (4 roles):**

##### **Security Program Manager - Microsoft – Redmond, WA**

**3/2018 – 6/2018**

- Hardware Security Module and Cryptographic Key Management for internal/external Microsoft services (XBOX Live, High Value Assets, Identity & Isolation, Surface, Universal Store).
- Responsible for the lifecycle of all WDG Production Cryptographic Assets: Asset Risk Management, Vulnerability Management, and Disaster Recovery.
- Responsible for presenting and reporting project/data updates via Excel.

##### **ZT Data Center Lead – Microsoft – Quincy, WA**

**10/2017 – 1/2018**

- Managed 7 data center technicians tasked with resolving hardware ticket queues for the Azure Cloud Services platform ZT servers and disc storage systems resolving 100+ issues per week.
- Coordinator and single point of contact between Microsoft and the ZT Quincy team. Coordinated ticket priority, ticket assignments, special projects and emergency high availability issues.
- Created and organized 10 production reports per week to the Microsoft management team, adhering to deadlines in a timely manner.

##### **Windows Server Administrator / Project Manager – Microsoft - Redmond, WA**

**4/2015 – 12/2016**

- Coordinated Site Services activities for break fix server issues, network cabling, moving and decommissioning racks, servers and network equipment.
- Organized server and network decommissions for Microsoft Universal store to gain space for Azure hardware, at data centers within the USA, Europe, China and Japan.
- Created and presented weekly Excel trend reports based on the server decommission effort.
- Instrumental in reducing Microsoft data center costs by decommissioning 8,000 servers throughout 2016.

##### **Data Migration/Integration Administrator – Microsoft – Redmond, WA**

**1/2015 – 3/2015**

- Using Robocopy and Beyond Compare to migrate and confirm the movement of programming data for Microsoft Studios Services and operations XBOX 360 Live Data project.
- Point of contact for issues resulting from the data migration, solved file location and permission issues.

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### **Contract Web Design / IT Training - Dallas, TX** **Web Designer and support**

**4/2013–12/2014**

- Implemented project roadmaps to build and deliver business to business marketing websites. At the same time tracking bugs, new feature development and version releases.
- Trainer for workforce employees using the Internet for job searches, applications as well as home networking and PC troubleshooting.

### **ACADEMIC PARTNERSHIPS – Dallas, TX** **System Administrator**

**4/2012 – 3/2013**

- Researched, handled, network department issues from over 600 end users, and 135 University IT departments. Deployed, maintained and monitored Dell Windows server infrastructure supporting exchange, SharePoint, and backup operations.
- Organized and improved FTP operations using Cerberus, the FTP program grew from 5 to 50 college sites in 6 months, internationally and in the USA.

### **OMNICOM – Irving, TX** **Network Operation Center (NOC) Technical Lead**

**3/2006 – 3/2012**

Assisted NOC Manager in day-to-day activities of the team and served as technical and procedural escalation point for NOC Technicians.

- Received 4 quarterly service awards for web development of company site, corporate communications, active directory training for new employees, and for authoring training documentation.
- Provided and created procedures for Sarbanes Oxley adherence for all financial systems in the data center.
- Interviewed, supervised, and trained NOC employees to administer Exchange, Active Directory, Netbackup offsite tape inventory, including coordinating, running, and troubleshooting backups, and restores.

### **CMN – Irving, TX** **Systems Analyst / Infrastructure and Web Project Manager**

**1/2003 – 2/2006**

Administrator and support point for small office group running Windows and Macintosh systems. Trained office personnel on Office applications, Dreamweaver, Goldmine, ftp and file archiving.

- Project Manager for CMN virtual trade show website, generating revenue by allowing vendors to sell products throughout the year on the website. Led graphic design professionals and SQL Programmers in delivering working and tested html, JavaScript, SW Flash, SQL system on time and within budget that consisted of 100 storefronts with over 3000 products.
- Rebuilt office network by running new Ethernet cable throughout building, and purchasing and configuring new servers, desktop equipment and network equipment, resulting in a reliable network.

### **EDUCATION**

- MLA, Southern Methodist University, Dallas, TX
- AB, Economics, University of Georgia, Athens, GA

### **CERTIFICATIONS**

- Microsoft Certified Professional 70-290
- Network +
- CIWCertified Internet Webmaster
- SMU Executive Development Certification
- SQL Server Databases Designs and Concepts certification Everett CC
- Google IT Support Certificate 2020