SEAN ROUDEBUSH

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IT MANAGER

AREAS OF EXPERTISE

Remedy IT Service Management Ticketing | Vendor Management | Windows Server 2003/2008/2012/2016
Exchange 2010 | Cisco Meraki MX64 | VMware AirWatch | Dell SonicWall | VOIP Management | Syspro ERP

TECHNICAL SKILLS

TCP/IP Comprehension |Azure Active Directory | Endpoint Encryption | Skype | PCI / HIPAA | Lenovo Hardware
System Center Configuration Manager | ITIL V3 Foundation | Android Support | IOS Support | Azure Media Services
Microsoft Exchange | Systematic Endpoint Suite | Office 365 Management | Cisco Meraki |
DHCP | DNS | SMTP | VMware Air Watch | Project Management Body of Knowledge Methodologies |

CAREER HIGHLIGHTS

- Excelled at taking over entire Information Technology department with no on-boarding or access to systems.
- Facilitated and authored quarterly course scheduling and build out for 300+ technical sessions for Microsoft FTE's.
- Acted as single point of contact for 25 site company merger nationwide involving hardware, software and telecommunication.
- Forecasted $150K budget for desktop, laptop, and technology hardware rotation cycles and presented updates to executives.
- Hand-selected to direct IT support and procurement for Australian headquarters and enforced service level agreements.
- Awarded "Employee of the Week" 5 consecutive weeks for expediting problematic ticketing resolutions.
- Performed new application deployment, troubleshooting, and offered support as single technician for 80+ legal personnel.

PROFESSIONAL EXPERIENCE

Steeler Seattle, WA   02/18 – 08/20
IT Manager
- Anticipated deployment of VMware AirWatch mobile device management to over 85 iOS and Android devices.
- Maintained 17 Hyper-V servers, 10 onsite physical servers, 12 physical servers on branch sites using Windows Server.
- Deployed Cisco Meraki MX64 to branch sites upgrading both network and internet connection to maintain uptime.
- Migrated company wide upgrade to Bitdefender Total Security for endpoints and all servers.
- Solved Dell Sonicwall Firewall, Symantec Disaster Recovery, Hyper-V and Exchange issues without additional resources.
- Appointed subject matter expert on month end closing for accounting and inventory to ensure smooth operations.
- Documented 14 sites network, server and telecommunications layout for troubleshooting reference.
- Mentored junior network administrator by training and documenting my acquired knowledge of the current environment.
- Provided guidance for new branch store employees and point of contact for all branch locations in case of any emergency.
- Scripted entire on-boarding and off-boarding process using PowerShell to automate repetitive tasks in active directory.
- Created and enforced IT policies for password management, mobile device management and safe internet browsing.

Limeade Inc. Bellevue, WA   07/17 – 09/17
Senior Help Desk Analyst (Contract)
- Primary analyst for day to day support and troubleshooting for over 200 employees in Windows and Mac OSX environment.
- Administered Office 365 cloud accounts and troubleshooting including new hire setup and deployment of systems.
- Mentored junior help desk technician by acting as tier 2 support for all end user systems and administration.

Evia Events (formally Tri-Digital) Redmond, WA   07/16 - 6/17
Project Manager (Client – Microsoft)
- Primary lead in delivering virtual instructor led training from conception to completion by defining project scope; identifying user scenarios, targets, milestones, and allocating resources, deliverables for Microsoft.
- Managed three technicians with seven part-time contractors responsible for day to day performance of program.
- Drafted and submit budget proposals and recommend subsequent changes to effectively deliver projects at or under budget.
- Acted as primary point of contact with client and stakeholders ensuring one hour response time for all communications.
- Created documentation for new Open edX platform deployment while training all members of the program team on all tasks.
- Redesigned courses for stakeholders for deployment on new platform while applying industry standard instructional design.

ENTERPRISE INTEGRATION, Seattle WA   08/15-03/16
Global Field Service Technician (Managed Service Provider Client - Crowley Maritime)
- Planned for physical network room refresh with 6 replacement racks, newly acquired network equipment, patch panels and cable refresh for multiple buildings.

SAVERS, INC., Bellevue, WA   02/14 - 5/15
Project Manager/ PC & Network Support Technical Team Supervisor
- Managed LANDesk Information Technology Service Management (ITSM) integration and streamlined company's new hire and IT service request processes utilizing SharePoint software.
- Provided direction of three Tier 2 PC analysts in routine support and approvals via application of ITSM tools.
- Offered technical support for both off-the-shelf software and custom in-house applications.
- Responded to critical, high-impact and executive incidents while simultaneously documenting steps and communicating progress.

RUSSEL INVESTMENTS, Seattle, WA   10/13-12/13
Deskside Support
- Employed ITIL best practices for team of 10 associates charged with supporting 200+ newly acquired Dell laptops and Apple IOS phones for on-site project.
- Exchanged due-for-lease laptops for 200+ mobile users before year end by applying Mobile Device Management (MDM) and System Center Configuration Manager (SCCM).

BETTS, PATTERSON & MINES P.S., Seattle, WA   06/12-10/13
IT Support Specialist
- Dispatched MS Office 2010, Windows 7, and Prolaw XII across company and guided training to staff and attorneys on new applications in Windows environments.
- Purchased all-encompassing computers and computer related equipment.
- Administered Symantec Endpoint protection for both local and remote systems.

PERKINS COIE LLP, Seattle, WA   06/10-06/12
Service Desk Technician
- Crafted metrics to determine proper staffing levels for IT department, resolved LAN and WAN networking issues, maneuvered complex hardware configurations, and authenticated RSA encryption balancing hard and soft token deployment and installations.
- Applied AV knowledge for conference floor including directly responsible for support, maintenance and deployment.

ZETRON INC., Redmond, WA   09/09-06/10
Support Analyst
- Integrated ShoreTel Voice over Internet Protocol (VOIP) telecommunication system for 200+ employees.
- Oversaw software/hardware procurement initiatives for global offices in US, UK, and Australia post tracking system implementations.
- Administered and implemented automation tooling and scripting, executed hardware deployments, virus scan solutions, and visualizations of server racks.

CONCORDIA UNIVERSITY, Portland, OR   08/05-03/09
Help Desk Manager/Network Technician
- Spearheaded 5 member Tier 1 technical support team to install, configure, upgrade, and manage network devices
- Facilitated campus classroom technical upgrade using Creston audio visual hardware for over 20 classrooms.
- Determined hardware/software reliability and compatibility through analysis and testing deployment activities to 500+ desktops and laptops.
- Acted as PBX administrator for 5 buildings including all staff and student phone physical line build out.

EDUCATION & CERTIFICATIONS

Project Management Professional Training V5 Smart Path LLC Boot Camp (05/15 & 04/16)
ITIL Foundation Certificate Version 3 2015
Microsoft Certified Professional 70-680: Windows7 Configuring 2012
Concordia University Bachelor of Arts 2009