

Shawn Imhoff

IT Specialist

(740) 507-8253 simhoff8781@gmail.com

Work Experience

Sinclair Broadcast Group Columbus OH

10/2016 – Current

Technical Support Specialist

Responsible for studio and support role technical support involving onboarding new users, email setup and management, SSO application support, ServiceNow management and all MacOS, Windows and employee SaaS applications.

- Project Lead for ServiceNow implementation. Project was completed on time and resulted in reduced SLA time of 27 hours and higher client satisfaction.
- Primary contact for user account management and recovery.
- Created and maintained all user guides for new software and application rollouts.
- Supported A/V system issues and upgrades including full new system implementation and re-wiring of the studio.
- Created a knowledgebase of on demand training demos which allowed used to understand both basic and advanced concepts of their applications.

Siemens USA Mount Vernon, OH

5/2008 – 10/2016

Manufacturing Engineer

4/2013 – 10/2016

Teardown Planner

5/2010 – 4/2013

Receiving/Material Handler

5/2008 – 5/2010

Responsible for optimizing efficiency of the assembly structure through product lifecycle and resolution of technical problems regarding safety, performance, cost and production schedule.

- Implemented new manufacturing principles and concepts reducing product cost by 8%.
- Created operations and build plan layout for floor shop assembly to improve assembly efficiency and decrease labor cost by 5%.
- Implemented new ABOM process which decreased product lead time by 1 month.
- Proficient in Teamcenter Light User-Dataviewer
- Initiated teardown process by retrieving the complete unit BOM utilizing parts catalogue
- Developed teardown activities utilizing GED blueprints
- Expedited creation of the teardown network in SAP
- Charted the teardown process from start to finish to determine measurable
- Communicate results and recommendations with Project Team for review

Education

A.A.B

Central Ohio Technical College - Newark, OH

5/2017