

Contact

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Top Skills

Active Directory

Firewalls

Network Administration

Jared Sanders

Senior Engineer / Technical Account Manager
San Francisco, California

Summary

Senior consultant in technology with extensive experience in IT managed services and proven ability to manage clients, contribute to client profitability through 11 years of experience with San Francisco Bay Area companies.

Experience

Parachute Technology

Senior Engineer / Technical Account Manager

August 2018 - March 2019 (8 months)

Responsibilities

Recommend, develop, plan, manage, and implement IT projects

Advise the Client Account Manager with service requirements and specifications in order to better address client goals and needs

Ensure that risks are identified, communicated, and mitigated and that projects are delivered successfully through to production

Design and maintain technical and project documentation

Take ownership of IT infrastructure and day to day operations for clients

Drive problem investigation and resolution as required

Identify improvements to IT documentation, network maps, processes/ procedures, and tickets

Manage and respond to escalated client inquiries

Prepare and implement advanced hardware and software for clients

Determine equipment and software procurement needs for clients

Research products and new technologies to increase efficiency of business and operations

Provide professional and personable onsite and remote support

Be the escalation point for other IT Systems Engineers and Service Desk Engineers

Responsible for entering time and notes in ticketing system promptly and accurately

Complete end of day time entry at the end of the day and submit time sheets promptly

Keep all tickets and projects updated and track time in detailed format

Kinetix Technology Services, LLC

Senior Client Success Manager

March 2018 - June 2018 (4 months)

Responsibilities included:

- 1) Managing new client bring ups, which consisted of me doing an audit of existing systems and inputting that information into our internal documentation systems. Scheduled regular check-ins to make sure the on-boarding process was going as planned during initial discovery meeting
- 2) Managing projects for new or existing clients. This included getting desired timeline from client, putting together a timeline with milestones to make sure the deadline was properly hit. Scheduled regular check-ins with client and project team to make sure everyone was in line with deadlines set.
- 3) Managing the client relationship after on-boarding was complete. Schedule regular check-ins with clients to make sure they are happy with the service they are receiving. Handle escalations from clients if they have any concerns with the level of service they are receiving.

Xantrion

6 years 10 months

Senior Consultant

December 2014 - October 2017 (2 years 11 months)

Client management

- Build communication channels and trust with assigned client executives. Interact professionally and patiently with client users to resolve technical problems, answer questions and/or provide training.
- Conduct research and work collaboratively with colleagues to resolve complicated issues.
- Configure, test and install new client hardware and software, as needed.
- Perform regular CIO reviews with clients and a Xantrion VP, including but not limited to:
 - o New technologies to streamline client's business processes.
 - o Recommendations for upgrade cycles of workstations, servers, and software.
 - o Risk management and business continuity plans.

o HR-related issues such as acceptable use policies, benefits/drawbacks of hiring internal support.

- Responsible for maintaining required documentation / configurations in Xantrion's PSA.

- Manage the on-boarding process for new clients

- Serve as an escalation point for technical issues at the senior level.

Project Management and Technology Development

- Serve as a technical and project lead on projects for new and existing customers.

- Participate in the development of standards and policies related to on-boarding new customers.

- Work with management to understand future needs and requirements for technology offerings.

- Participate in the development of both internal and external technical strategies.

- Drive the development of standards for client hardware and software.

- Hands-on technical support of both internal and customer VMware ESX, Citrix, and Microsoft environments including activities such as design, maintenance & advanced troubleshooting.

- Generate innovative approaches and solutions to recurring tasks or problems.

- Document technical problems, resolutions, and processes for assigned tasks and projects.

- Participate in post mortem process for problems as appropriate.

Consultant

June 2011 - December 2014 (3 years 7 months)

- Manage a subset of Xantrion's clients. Ensuring satisfaction, retention and revenue for those clients.

- Build strong communication channels and trust with assigned client executives. Interact professionally and patiently with client users to resolve technical problems, answer questions and/or provide training.

- Ensure billed device counts are kept up to date for assigned clients.

- Conduct research and work collaboratively with colleagues to resolve complicated issues such as server failures, desktop/laptop failures, network/firewall failures.

- Responsible for communicating with executive staff at assigned clients to manage project expectations, drive strategic technical decisions, deliver ROI and value propositions for projects, upgrades and improvements.

- Ensure revenue and profitability is meeting or exceeding standards for all engagements.
- Perform regular CIO reviews with clients and a Xantrion VP, which will include but not be limited to:
 - o New technologies which could streamline client's business processes.
 - o Recommendations for upgrade cycles of workstations, servers, and software.
 - o Risk management and business continuity plans.
 - o HR-related issues such as acceptable use policies, benefits/drawbacks of hiring internal support, etc.
- Create and deliver a regular maintenance program for assigned clients.
- Be aware of all work required and being performed at assigned clients. Regularly communicate the status of outstanding work to assigned clients.
- Responsible for remediating tickets from assigned clients. Taking escalations as required.
- Responsible for developing and maintaining required documentation / configurations in Xantrion's documentation system, ConnectWise.

Network Administrator

January 2011 - July 2011 (7 months)

- Handle tickets escalated to myself from Systems Administrators
- Keep detailed records of all activities in ConnectWise
- Ensure Monitoring, LiveVault, Spam Filtering and WSUS customers are setup according to best practice
- Take ownership of the NOC board maintenance. Document alerts in our ticket management system, troubleshoot simple issues as alarms are generated, and escalate to primary engineers when appropriate.
- Administer and maintain customer servers, including e-mail, print, and their associated Operating Systems
- Administer and troubleshoot backups, firewalls.
- Remote and onsite troubleshooting and maintenance (desktops, laptops, server, etc)
- Assist Consultants with new customer bring ups, network re-designs, desktop and laptop installs/rebuilds
- Able to communicate effectively with both technical and non-technical end users
- Enforcement of agreed service levels and operational level agreements which have been set for Network Administrators.

Xantrion

Service Manager

July 2009 - July 2011 (2 years 1 month)

Manage Help Desk of 5 people and function at the Network Administrator technical level across all clients. Responsible for managing several clients at a consulting level.

Xantrion

11 months

Service Coordinator

September 2008 - June 2009 (10 months)

Service Coordinator with Network Administrator responsibilities

Systems Administrator

August 2008 - October 2008 (3 months)

Worked on the helpdesk to perform daily tasks.

Business Solutions Group

Manager of Interoperability and Software Testing Labs

March 2005 - June 2008 (3 years 4 months)

- Create and edit test plans for network testing
- Oversight on all lab operations
- Supervise staff of 4 and train new employees
- Troubleshoot and resolve all technical issues in the labs

March 2005-2007 Student Test Engineer

- Set up and run tests between multiple networking switches/hubs on both ipv4 and ipv6 networks
- Create and edit test plans
- Test multiple iterations of software created by developers
- Post results to excel spreadsheet

Columbia Distributing

I.T. Support

June 2005 - September 2005 (4 months)

- Build and service employee workstations
- Troubleshoot network issues
- Create procedural documentation
- Computer support for all employee workstation issues on a network of 300+ computers

Education

Oregon State University

Business Administration - Management Information Systems · (2003 - 2008)