Shane Grisham

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QUALIFICATIONS

- Strong interpersonal and customer service skills
- Advanced computer, system, and technological skills
- Enthusiastic, motivated team player
- Project management and leadership
- Focused, driven, compassionate
- Communications and human relations
- Cash handling

TECHNICAL SKILLS AND COMPUTER LANGUAGE

- Microsoft Office Suite
- SharePoint 2016 On Premises
- Sharegate Desktop
- Angelfish Analytics
- Javascript
- HTML + CSS
- Website design
- Database Management
- REST API
- Keyword Query Language (KQL)
- Robot Process Automation (RPA)
- Regular Expressions
- Powershell scripting
- Windows Upgrade Tool
- Project Leadership
- Windows 7, 8, and 10

EXPERIENCE

Heritage Bank – IT Generalist – SharePoint May 2019 – January 2020

- Migrate server farms
- Administrated SharePoint
- Create SharePoint sites, webApps
- Organize and lead meetings
- Systems delivery/IT Service Desk
- Create training videos
- Provide support for SharePoint
- Install Angelfish Analytics
- Automation of SharePoint deployments
- Open lines of communication with all parties, oral and written

Exceptionalife – Technical and Project Support January 2016 – Current

- Windows 10 migration
- Coordinate with team start to finish
- Utilization of Windows Upgrade tool
- Planning and implementation of project
- Troubleshooting and support after project completion
- Identification and fulfillment of needs
- Open lines of communication with all parties, oral and written
- Team player
- Troubleshooting, problem solving, and maintenance of device

EKA Tutoring – Bookkeeper January 2018 – April 2019

- Cash Handling
- Managing income and expenses
- Prepared and delivered cash deposits to bank
- Create Excel spreadsheets

EDUCATION

Bachelor of Science in Information Technology - Sept. 2018

- Southern New Hampshire University
- Dean's List honoree and National Honors Society Member
- Leadership, communications, and human relations training
- Focus in cyber and network security fundamentals.
- Website design and creation using HTML, WordPress, Dreamweaver, and Altervista.
- In depth projects including the frequent use of Python, CSS, C++, HTML, and Actionscript 3.