**SUSAN M. VENABLE-NAMES**

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**Career Objectives**

* Become the team member that will help make a difference

**Education**

* Everett Community College – September 2019 – Present – Cyber Security
* Bellevue College - Bellevue, WA Undergraduate Studies - Computer Software
* Renton College - Renton, WA Undergraduate Studies - Computer Programming

**Certifications**

* CompTIA A+ Certification - 2000
* ITIL Foundation - 2016
* CompTIA ITF+ - 2019
* MTA Mobility and Devices Fundamentals – 2019

**WORK EXPERIENCE**

**Onamac – February 2020 – April 2020 –** Deburr Operator

* Reviewed daily work orders and would obtain clarification from lead or supervisor.
* Performing drilling, tapping, and deburring of precision machined aluminum and other metal.
* Inspected parts to ensure they were machined conformance to quality specifications, using gauges.
* Filled and emptied Deburr air filtration system.

**TATA Consultancy Services - (Microsoft Campus) 2016 – 2019 -** Site Services Supervisor

* Managed a Test Lab/Data Center and was in charge of a team of five.
* Lead multiple forward-thinking labs and solutions-centric teams in meeting objectives.
* Plan and execute server and network deployments.
* Conducted monthly hardware audits.
* Monitor the health of space power, cooling and networking to ensure uptime.
* Worked with the HVAC team to make sure that airflow was running efficiently in the lab.

**Atos - (Microsoft Campus) 2012 – 2016 -** Site Services Supervisor

* Set up a test lab from the ground up.
* Worked with developers to set up the hardware they needed for their projects.
* Ran a very efficient test lab that was used to show to upper management.
* Create scripts to automate system administration tasks.

**Siemens/Atos (Microsoft Campus) 2005 – 2012 -** Systems Analyst/Project Manager

* Project Manager for multiple projects at multiple sites supporting a Mobile Services.
* Install/configure Windows operating systems and software applications.
* Deploy/relocate Windows workstations.
* Perform periodic audits of system security settings.
* Install Windows operating system security patches and antivirus software updates.
* Create/manage Windows user accounts and security groups
* Coordinate hardware repair activities.
* Diagnose and resolve hardware/software problems/issues.

**Hobbies**

* Camping
* Fishing/Clamming/Crabbing
* Woodcarving
* Amateur Luthier