**YAZEL BOUDOUR**

3306 58th Ave SW

Seattle, WA 98116

(206) 245-0996

yazel@boudour.com

**QUALIFICATIONS SUMMARY:**

Ability to work independently in diverse environments as demonstrated by seven years of

experience as a business owner in Central Africa.

Effective communication skills as evidenced by oral and written fluency in French and English.

Service Desk manager experience in a global company for 6 years.

**CERTIFICATIONS:**

MCP, Developing Applications with Microsoft Visual Basic.

ITIL

**EDUCATION:**

***Seattle Central Community College,*** Seattle, Washington, 1998

Visual Basic, Levels 1 and 2

Web Page Design

***University of Liege School of Business Administration,*** Liege, Belgium 1985-1986

Completed two years toward business degree.

**EXPERIENCE:**

**Service Desk Coordinator**

**Esterline Technologies** 2013-2020

Ran the service desk at the corporate offices of a **13,000 people company** (100 people over two floors). Maintained constant communication with the IT departments of our 80 locations around the world and coordinated various global tasks within enterprise software products. Managed Active Directory accounts for several business units. Comfortable using PowerShell and VB scripts whenever possible.

Exchange 2013

SCCM

Orchestrator

Data Protection Manager

SharePoint

PowerShell

OKTA (Enterprise Single Sign On)

Proofpoint

Citrix Sharefile

Adobe (Enterprise Panel)

Bluejeans (Enterprise admin panel - video conferencing solution)

Maintained a knowledge base of all products, processes and actions for onboarding new employees in record time.

**Information Systems / Technical Support**

**Montgomery Purdue Blankinship & Austin** 2005-2013.

Making sure 20+ lawyers and their assistants get quick answers related to their hardware and software; maintaining 6 Windows 2008 servers (sometimes with the help of an external consultant), 50+ Windows machines, 50+ printers, 50+ phones, 20+ smart phones for everybody’s smooth computing experience.

Typical tasks were managing users (active directory) and Barracuda backup, writing and publishing Outlook forms in Exchange 2008 Organizational library, installing and managing an antivirus server, purchasing all software, hardware and printer supplies through various vendor accounts.

***Developer / Technical support / Sales*** 1999-2004

**Azalea Software, Inc.**

Developed and maintained a line of barcoding products (code 39, code 128, UPC/EAN,

Interleaved 2 of 5, Code 93, MSI/Plessey, Postnet, PDF417 and Data Matrix) in Visual Basic (applications) and ANSI C (dynamic link libraries) with Visual C++ and their corresponding web based technical support pages.

Maintained an ANSI C based User Function Library for Crystal Reports.

Developed and maintained PHP web pages related to these ANSI C encoders.

Was the only programmer / technical support employee, in that three person corporation realizing around $400,000 annual sales, between March 1999 and October 2004.

***Server/Bartender*** 1997-1999

Various locations in Baltimore, MD and Seattle, WA.

***Small Business Owner*** 1989-1996

Owned and managed a gas service station in Gabon, Central Africa. Doubled sales revenues within 2 years by introducing new products and services (propane, tires, lubricants, oil change, car wash) to reach annual sales over $500,000. Supervised 3 full time and 5 part time employees.

***Soldier*** 1987-1988

French Army, Brives-La-Gaillarde, France

Responsible for managing the food supplies warehouse for the 1200 people regiment.