INFORMATION TECHNOLOGY SPECIALIST (WEB), GS-11
Career Overview

Objective

IT Specialist, GS-2210-9 (CUSTSPT)

NOC Merit-2016-0031

Experienced Systems Analyst with diverse industry experience in government, maritime, forestry, research and development. Professional expertise includes systems applications, disaster recovery planning, customer services, including remote, phone and local one on one.

Qualifications

- Excellent communicator
- Adopts technology to business needs
- Stays current with technology
- Excellent interpersonal skills

- MS SharePoint, MS Access
- MS Office, Adobe Suite
- OS(s) Windows, Linux, Mac
- Skype, WebEx, Adobe Connect, MS Lync

Technical Skills

Skills	Experience	Total Years	Last Used
Level I, II and III customer Support	Regional System Manager	5	September 2014
System installs and upgrades of agency software	System Admin	5	September 2015

Accomplishments

Awarded by the Forest Service, Pacific Northwest Research Station, for developing publishing innovations, multiple website support, and championing SharePoint. Also, awarded for superior performance during 2013.

Awarded by the Forest Service, Pacific Northwest Research Station, for delivering superb computer assistance to the Communication Application Program, and demonstrated outstanding support to the maintenance of the stations' websites, and demonstrating extra effort in updating research related databases, and for researching new media sources such as e-pubs for the station's publications.

Key developer and supporter for a new Regional Examination Center(REC) Merchant Mariner database, which was widely adopted by several REC's across the United States, for the U.S. Coast Guard.

Work Experience
Company Name City , State Information Technology Specialist (Web), GS-11 08/2013 to 02/2016

- Over two years of planning, coordinating, and identifying business and research functions, resources and services working with the Forest Services' Climate Change Resource Center (CCRC).
- Coordinated testing and improvement of Chief of Information Office (CIO) Virtual Machine Primer training guide, for use by the Forest Service IT specialist, to transform web services to a Content Management System, using Drupal with Linux platform.
- Established a prototype site for training web team members, in preparations for migration to a new content management system.
- Instrumental in researching, planning and collaborating with teams in the Forest Service to increase the knowledge base of Drupal, SharePoint and eBooks for PNWRS, R&D and

members CIO/WO levels.

- Apply federal, department, and agency web regulations and policies.
- Trained program departments to use MS SharePoint to collect files, data, publications, and agency policies into one central hub.
- Ensure that all material presented is in compliance with copyright requirements and section 508 of the Rehabilitation Act.

Company Name City , State Computer Assistant, GS-5 03/2010 to 08/2013

- Managed internet and intranet sites.
- Created and modified publication database entries within the Forest Services' Research Information Tracking System (RITS).
- Administered SharePoint sites.
- Provide group and one-on-one training to staff and new site owners.
- Converted print publications to eBook format for eReaders, including: embedding video and audio media clips.

Company Name City , State Computer Department Intern 09/2008 to 06/2009

- Designed and proto-typed a web-based, IT assets inventory tracking system, using Linux, Apache, MySQL, PHP, HTML, and CSS.
- Assisted all levels of school districts technical staff, with projects and day to day operations.
- Planned and deploying technology for teachers and students in the Camas School District, including software migration, computer and server upgrades.
- Establish a fleet of Linux OS laptops, that saved the school district over $250,000, by repurposing old laptops marked to be recycled.
- Assist with Citrix software, MS Office, Adobe Suite, Linux based Ubuntu and applications.
- Installed, maintained and repaired network hardware/software on multiple-campuses.
- Setup over 80 media presentations carts with sound systems for classes, working after normal work hours and weekends to minimize downtime for classrooms.

Company Name City , State Database Intern 06/2008 to 08/2009

- Create a patient tracking system using MS Access relationship database to help market a naturopathic clinic.

Company Name City , State Office/Building Manager 01/2005 to 10/2005

- 32-hour work week
- Managed a church office, created correspondence and newsletters
- Scheduled and setup satellite seminars and media presentations.
- Coordinated building use for Homelink River charter school, to provide a safe and functional classrooms and facilities.
- Scheduled and supervised events for church and school.

Company Name City , State Geek Squad Tech 10/2004 to 12/2004

- Geek Squad Tech
- Assist customers with troubleshooting their computer problems, and technical questions.
- Upgrade hardware and software, removed viruses-spyware, sold computers and accessories, setup new computers to BestBuy specifications for quick sales.

Company Name City , State Marine Science Technician, E-6 11/1984 to 05/2004

- Provided level I, II, and III IT support as a Regional System Manager for other 400 workstations, across multiple Coast Guard campus, at remote field stations, and for facilities on ships.
- Provided training a assistance to system operators at units in problem solving, daily operations, including system backups, user profile setups, and user support.
- Displayed courtesy and strong interpersonal skills with all customer interactions.
- Built and maintained successful relationships with service providers, dealers and consumers.
- Assisted customers with technical issues via email, live chat and telephone.
- Created and supported multiple MS Access databases to track business needs.

Education and Training

Master of Science : Management and Organizational Leadership 08/2015 Warner Pacific University , City , State , USA

Management and Organizational Leadership

Certification : ITIL Foundation 2016 New Horizons , City , State , USA
Bachelor of Science : Technology 06/2009 Eastern Washington University , City , State , USA

Technology

Site Builder and Theming : Drupal, Content Management 08/2012 OpenSourcery , City , State , USA
Additional Skills

Web, Content Management Systems, team collaborator/facilitator, innovator inspection, audits, presentations, researcher, self-starter,T1, problem solver