Reset_Smith

RS@ResetTech.net   Sparks, NV

Education:

University of Nevada at Reno   2005-2009   Reno, NV
- B.A. Double Major in International Affairs and Political Science

Collin County Community College   2002-2004   Plano, TX
- Focus on Business and Finance

Projects:

ResetTech.net   wiki.casat.org   github.com/ResetSmith

Experience:

Center for the Application of Substance Abuse Technologies (CASAT)   Reno, NV
IT Administrator, 2013-Present

As a semi-autonomous 'center' within the University of Nevada (UNR), CASAT has unique IT challenges. The university provides some resources like the physical space and networking, and access to some software titles. Beyond this though CASAT is on its own. Because of this I wear many hats around our office. First and foremost, I provide the onsite IT support for our center, which is made up of about 50 users located both on campus and across the West. Onsite support means that I provide the 'in the moment' technical troubleshooting, creation and management of our Active Directory and Group Policy, and the procurement and management of our inventory. In addition, I am also responsible for handling most of our interactions with UNR IT at large, so I represent CASAT at UNR's Tech Council Meetings and am an active member of several of UNR's internal IT groups such as the Software Management Advisory Group, Apple/JAMF Management Group, and the internal Distributed IT Network.

Beyond these tasks, I also manage our growing web infrastructure currently made up of ~22 Virtual Private Servers across several cloud providers (AWS, DigitalOcean, and Linode). This is a role that has grown around me as I learned to properly manage these services. At CASAT we manage several independent federal grants almost all of which want their own website. These websites are built on WordPress by our Media Team and then hosted and managed by me on DigitalOcean. In addition, I maintain a few web-based applications that were custom developed, one hosted on AWS and another on Linode. Over the years I have developed a series of scripts housed in Github that I can leverage to quickly deploy and manage these VPS. For the future I am looking to incorporate a proper provisioning tool like Ansible to replace the custom scripts and ensure more consistent continuity of operations.

Nationwide Insurance, The Pyle Agency   Frisco, TX
Associate Agent, 2010-2013

I was hired on as a CSR in November of 2010 and became an Associate Agent in December of the same year after passing my license exam. After becoming licensed I was a successful producer that developed to be a leading source of commercial business and referrals for my agency.

University of Nevada, Reno   Reno, NV
IT Technician, 2006-2009

While I was a student in college I was hired on as part of the Desktop Support team which was responsible for faculty and staff IT support. Here I began to interact with many of the common systems administration tasks like managing devices through Active Directory and Group Policy and how to deploy computers with imaging tools. It was also here, that I began to understand many of the principles that underpin enterprise IT management.

Northern Nevada International Center   Reno, NV
Program Coordinator/Intern, 2008-2009

Sage Ridge Private School   Reno, NV
Teacher, 2009