

Reset Smith

RS@resettech.net

Sparks, NV

Education:

<i>University of Nevada at Reno</i>	2005-2009	Reno, NV
<ul style="list-style-type: none">B.A. Double Major in International Affairs and Political Science		
<i>Collin County Community College</i>	2002-2004	Plano, TX
<ul style="list-style-type: none">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 internally 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 which are built on WordPress and hosted on DigitalOcean. Also, we 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 bash scripts.

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 became a successful producer that became a leading source of commercial business and referrals for my agency. However, after a few years it became apparent that sales was not my passion and it was time to move on.

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 essential IT systems like Active Directory and Group Policy. As well as begin 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