

IT Manager | Encompass Administrator IT Manager | Encompass Administrator IT Manager | Encompass Administrator - Sagamore Home Mortgage IT professional located in the Indianapolis, IN area. Authorized to work in the US for any employer Work Experience IT Manager | Encompass Administrator Sagamore Home Mortgage December 2016 to Present Onboarding of all new users Systems/Network administration Office 365 RingCentral LeadMailbox (CRM) Encompass administration Vendor management IT inventory management Help Desk support Hardware/Software upgrades and maintenance IT Systems Analyst | Encompass Administrator Sagamore Home Mortgage June 2016 to Present Onboarding System/Network administration End user support/ Help desk Systems Support Specialist GVC Mortgage, Inc January 2016 to June 2016 Onboarding Help Desk support IT inventory management Hardware/Software upgrades and maintenance Service Manager Weekly services April 2014 to January 2016 Openings and Closings Weekly service Water chemistry Filter/pump/heater installation Sand filter changes Pad/equipment relocation Vinyl liner installation Pool Rehabilitation Operating instructions for new pool owners Custom in-ground swimming pools Head Of Security Britton Tavern June 2013 to January 2014 Bar staff/ security at Britton Tavern Maintenance Technician Pates Pool Service Supply Swimming Pool Equipm July 2012 to June 2013 March 2006 - September 2010 (4 years 6 months) Education Associate of Science in Information Technology Ivy Tech Community College 2015 to 2017 Indiana University-Purdue University Indianapolis 2016 to 2016 Certificate in Computer and Information Sciences Ivy Tech Community College 2015 to 2015 Criminalistics and Criminal Science Bishop Chatard High School 2010 to 2013

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