

Technical Project Manager Technical Project Manager Enterprise Technology Endpoint Engineer - Ampcus West Sacramento, CA Work Experience Technical Project Manager NRC - Sacramento, CA July 2019 to August 2019 Project management: Plan the deployment of 1,000 computers and the following migrations: Windows 7 to Windows 10 and Office 2003|2010| 2013 to Office 365 . Enterprise Technology Endpoint Engineer Ampcus July 2017 to July 2019 Escalation point at for technology issues and requests. Perform analysis of complex issues; track/resolve tickets; deploy software using Ghost Solution. Provided 1st level triage on applications: SAP, SharePoint, Tableau, MS Office and SMUD applications Office 365 Project/Deployment Engineer Randstad Technologies November 2016 to April 2017 Project management, support and configuration of Office 365 tenant, including Office 365 Pro deployment, SharePoint, Exchange, and Security/Compliance features. Implementation and migration of Microsoft Exchange to the Office 365 messaging system using Dell Migration Manger. Active Directory and Office 365 Consultant Randstad Technologies November 2016 to February 2017 Traveled to various sites to provide onsite 2nd level support for Office 365 (email migration, AD Integration, and Mobile Devices) Onsite 2nd level support for Microsoft Office 365, Office 365 Microsoft Office 365 Ambassador ProPlus October 2015 to October 2016 Drive interaction with Microsoft Office 365 customers to maintain customer satisfaction during the FastTrack deployment phase. Migration and Post Migration Support for Exchange and SharePoint online, Skype for Business, OneDrive for Business, Outlook configuring/troubleshooting, Office 365 Tenant matters and Office 365 ProPlus Part time Technical Instructor and Trainer July 2007 to December 2015 Application Support Analyst II Paramount Equity June 2015 to September 2015 Daily production support for systems of responsibility (Encompass and Velocity); perform analysis of complex issues, track and resolve issues, identify workarounds where necessary, coordinate with vendor support teams and other internal IT staff where applicable; created training documentation, presentations and handouts for the business. Subject matter expert Kelly Services February 2015 to June 2015 for Office 365. 2nd level support for the Lotus Notes to Microsoft Office 365 Exchange migration issues. Participate in planning and status update meetings. 2nd level and escalations dealing with Active Directory/permissions; Office 365 ProPlus, Skype, mail flow, security and

Microsoft outlook configuration matters Pinnacle Capital Mortgage Corp., Support & Project Engineer Modis March 2014 to February 2015 3 Selected by the project manager and the CIO as a lead. Managed 1 to 3 technicians at remote locations. Was the point of contact for all escalation and issues that came up during the migrations Traveled to remote sites for O installation and post migration support. b) Project Two: Superior Farms, IT Systems Support 2 Desktop and network support level 2, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure support. Created reports for senior management. Technical Service Representative Clinical Computer Systems July 2013 to December 2013 3 Project Management, gathered and analyzed information, developed alternative solutions, worked in group problem solving situations, coordinated projects, communicated changes, participated in pre-sale project scoping, and completed projects on time and budget Traveled nationally to various hospitals to install, implement, support and troubleshoot database software for medical devices. Lead Migration Engineer Experis February 2013 to June 2013 Selected by the Dell project manager as a lead. Reviewed practices and procedures for the project and implemented a more efficient process for migrating the software to the end client. Resolved problems and issue with the deployment Group wise to Exchange migration support and traveled to hospitals to provide desk side support and encrypt systems IT Systems Analyst Xerox August 2012 to October 2012 Ensured the Disaster Recovery/Business Continuity (DR/BC) plan was current and addressed any gaps that it had. Developed an evacuation plan and the procedures for evacuating the building Problem and change management; gathered data, compile information, and prepared reports regarding incidents and emergency changes in the environment Systems Analyst Macro Plastics April 2011 to August 2012 Performed risk analysis of the information technology systems, software, and data communication to identify points of vulnerability and solutions for disaster avoidance, support gaps, the reduction of system failures and the loss of critical data. IT and systems support to 3 manufacturing plants located across the United States. I was tasked with creating the deployment plan, vendor selection, and pre- deployment support and configuration. Brought systems and the network back online after a major fire at one of the plant. Older Experience 11/07 - 04/11

Coordinator AOA Solano-Napa September 2010 to April 2011 Business Analyst May 2010 to August 2010 Hewlett-Packard as Business Analyst II Hewlett-Packard October 2009 to December 2009 Data Implementation Analyst Pearson School Systems June 2009 to September 2009 Security Analyst IBM December 2008 to April 2009 Technical Trainer Sun Health Care August 2008 to October 2008 Network Security Analyst Williams Sonoma November 2007 to February 2008 Help Desk Blue Shield December 2003 to November 2007 Education Master's in Management Information Systems University of Phoenix 2013 to 2015 Bachelor's in Management University of Phoenix 2003 to 2007 Associate's in Management & Computer Information Systems Sierra College 1999 to 2007 Skills Customer Service, Project Management, Microsoft Project, Outlook, Scheduling Certifications/Licenses Certified Associate in Project Management | CAPM - PMI CAPM certification is designed based on the PMI framework and follows the standards as mentioned in the PMBOK Guide (A Guide to the Project Management Body of Knowledge). The exam tests a candidate's knowledge of different project management knowledge areas and process groups. Successful completion of CAPM Certification ensures that a candidate possesses the necessary skills and knowledge about the principles of project management. Besides, this certification enables individuals to handle the primary challenges of project management. MCP Managing Office 365 Identities and Requirements CompTIA Cybersecurity Analyst (CySA+) The CompTIA Cybersecurity Analyst (CySA+) is an international, vendor-neutral cybersecurity certification that applies behavioral analytics to improve the overall state of IT security. CySA+ validates critical knowledge and skills that are required to prevent, detect and combat cybersecurity threats. MTA Security Fundamentals Knowledge of physical security, Internet security, operating system security, network security and software security. The Security Fundamentals exam is similar to the CompTIA Security+ exam.

Name: Debra Schaefer

Email: chad24@example.org

Phone: 001-402-715-8547x4651