

Residence Director / Administrator Residence Director / Administrator Administrator Oshkosh, WI  
Work Experience Residence Director / Administrator Mayberry Manor LLC - Oshkosh, WI July 2017  
to Present Responsible for 2 CBRF homes for elderly, physically disabled and mentally disabled  
Verify and approve payroll bi-weekly Scheduling of all staff Interview, make hiring decisions and  
train new and existing staff Ensure accuracy of all paperwork for all residents and staff Handle  
discipline for all staff including supervisors and managers Ensure the safety and proper care of all  
residents Investigate and take appropriate action on any client rights violation report from staff or  
residents ISP/BSP development and updates Attend appointments with residents as needed  
Medication Administration and Fire Safety certified instructor Program Supervisor Limitless  
Possibilities, LLC - Oshkosh, WI December 2015 to July 2017 Responsible for multiple Adult  
Family Homes for the mentally and/or behaviorally challenged Verify and approve payroll weekly  
Scheduling of all staff Interview, make hiring recommendations and train new staff Ensure  
accuracy of all paperwork for all clients and staff Handle discipline for all staff including Program  
Coordinators (supervisors of each home) Ensure the safety and proper care of all clients  
Investigate any client rights violation report from staff or clients ISP/BSP development and  
updates Attend all court appearances and most psychiatric appointments with clients Geek Squad  
Counter Intelligence Agent Best Buy - Oshkosh, WI November 2014 to August 2015 Engage  
Clients by assisting them with their technology needs Sell products related to repairs or upgrades  
to Clients Assist the DCI with daily, weekly, and monthly supervisory tasks Assist the Manager  
on Duty with store tasks based on need and workload in the Precinct Ensure Client Service Orders  
are started and completed in a timely manner Opening and closing duties as determined by  
schedule Overtime, holiday coverage, and subbing for absent CI Agents as needed IT Manager  
Specialty Contracting - Maple Grove, MN February 2014 to November 2014 Manage technology  
for 3 locations in 2 states (Minnesota and Wisconsin) IT vendor relations including negotiating  
contracts, ordering equipment/software, approving invoices, etc Monitoring and troubleshooting of  
the MPLS circuit and Wide and Local area networks Install, configure and troubleshoot Exchange  
(hosted), ESXi, domain controller, Barracuda backup, file, printer and Citrix servers using Windows

2003 and 2008 server operating systems      Implementation and administration of Spiceworks ticketing software including User training      Install, configure and troubleshoot a Cisco VoIP phone system (switch is hosted)      Order, configure and troubleshoot Verizon cell phones, tablets and accessories      Desktop support for all Users, both local and remote      Working with Human Resources, develop, implement and enforce IT policies      Creation of technology documentation for both technical and non-technical Users      Monitor and troubleshoot facility security and fire systems at each location

Network Operations Center Technician Atomic Data - Minneapolis, MN May 2013 to February 2014      Monitoring servers at several data centers and client sites across the United States      Use Kaseya, Nagios, Zenoss, and other monitoring software      Administer backups via AppAssure software on Blackbox servers      Respond to server and facility alerts based on severity using standard operating procedures and runbooks      Correcting issues escalating critical issues to the appropriate departments on-call personnel      Multi-task by watching several monitors and monitoring email, alerts, security cameras and answering phones      Create and own or escalate tickets using Service Now, Remedy, and Autotask      VSP 5 Certification      Facility and Data Center security

Network Operations Center Technician / Support Technician II Telephone & Data Systems, Inc. (VISI) - Eden Prairie, MN February 2013 to May 2013      Monitoring servers at several data centers across the United States      Use HP System Insight Manager, Nimsoft, Nagios, and other monitoring software      Respond to server and facility alerts based on severity using standard operating procedures and runbooks      Escalating critical issues to the appropriate departments on-call personnel      Multi-task by watching several monitors and monitoring phones chat and email, sometimes all at once      Create and own or escalate tickets using proprietary software and Remedy

Facility and Data Center security IT Contractor Volt Technical Resources - Minneapolis, MN September 2010 to February 2013 Contract IT Professional      St. Jude Medical - CVD      Desktop Support for hardware and software      Cover both Plymouth and Maple Grove locations      Imaging and deployment of new and re-imaged computers      Managing service requests via Remedy      Warranty replacement for hardware      Remote support for off-site users      ATK project      Anoka Commercial Products Desktop Support      Install and test new and existing hardware      Install and

configure software      Assist with projects as directed by management Education Computer  
Networking Systems Dunwoody College of Technology - Minneapolis, MN December 2005 to  
November 2006 Skills Assisted Living (3 years), Information Technology (10+ years), Customer  
Relations (10+ years), Sales (5 years) Certifications/Licenses VSP5 CBRF Fire Safety and First Aid  
May 2016 to Present Medication Administration & Management January 2016 to Present Medication  
Administration and Management Instructor August 2017 to Present Fire Safety Instructor March  
2018 to Present

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