

Systems Administrator / Project Manager / IT Generalist Systems Administrator / Project Manager / IT Generalist Systems Administrator / Project Manager / IT Generalist - Anomaly Squared, Inc Thomasville, NC Authorized to work in the US for any employer Work Experience Systems Administrator / Project Manager / IT Generalist Anomaly Squared, Inc - Greensboro, NC March 2013 to Present Directly responsible for deployment, installation, and maintenance of all PC hardware and software implementation. Acted as a Five9 Dialer Administrator and personally managed advanced Five9 features while working with the Five9 team towards implementing more complex system integrations between Five9, Salesforce and other marketing and CRM platforms. Documented and shared the features and projects while adhering to deadlines and managing those that play a role to meet the deadline. "Translating" requests from internal departments into actual features, knowing what questions to ask. Making quick connections and being able to articulate that connection to others in an understandable way. Taking feature requests from various departments and coordinating with our development team to create the features across any involved platforms Consistently worked in a team environment and with IT developers. Expert user of project management tools. Managed all corporate marketing platforms including call tracking, email, and quality monitoring.

Related Skills

Dialer Administrator ? IVR design and implementation ? Reporting ? CRM integration ? Quality assurance ? API integration ? VoIP/Telephony/Softphone management and troubleshooting

Project Manager ? Client engagement ? Reporting and data delivery

Systems Analyst ? Database management ? FTP server management ? PC/Peripheral installation and troubleshooting

IT Generalist ? PC deployment and installation ? Hardware repair and upgrades ? Software installation and maintenance ? Antivirus installation

Education Associates Degree in Information Technology Guilford Technical College - Greensboro, NC May 2013 Associates in Computer Programming Guilford Technical College - Greensboro, NC Military Service Branch: United States Marine Corps Service Country: United States Rank: Corporal August 1998 to August 2003 Marine Air Traffic Control Navigational Aides Technician Primary Marksmanship Instructor

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