

IT Systems Administrator IT Systems Administrator IT Systems Administrator - Lionbridge Technologies Inc Redmond, WA Work Experience IT Systems Administrator Lionbridge Technologies Inc - Bellevue, WA May 2016 to Present IT Manager for Bellevue Office, Advanced Tech Support for West Coast USA Responsible for local infrastructure systems, facility management, networking, hardware and end user support Professionally investigate and triage new issues, providing prompt oversight and delegation until fully resolved High Priority Escalation: Immediate point-of-contact for senior executives and high-priority corporate partners, maintain composure and provide solutions during critical situations with a calm and focused attitude Manage operations and maintenance for org-wide systems including Windows Server, Active Directory, SCCM, Internal software applications, FTP clients, SaaS subscriptions, Purchase orders, Antivirus, and patch management updates IT Project Completion: Accountable for all scheduling, research, planning (operation/capital budgets), fulfillment, documentation, and training for employees and corporate partners Support local and worldwide company initiatives including Helpdesk ticketing system, software deploys, WAN security, auditing, licensing, and account management adhering to industry regulation standards Mentor and trainer for new IT team members, local employees, contractors, vendors and customers Lead Software Test Engineer Microsoft - Redmond, WA February 2016 to May 2016 Team Lead: Xbox App PC/Phone/Accessories Led and managed a team of 12 advanced QA testers across validation for daily, weekly, and monthly software releases spanning beta, developer, preview and public audience groups Scheduled, created, managed, executed, and optimized high priority test passes and miscellaneous requests authoring formal reports that were sent out across the entire Microsoft Xbox organization Wrote scripts and tutorials to efficiently load and test a large range of system configurations and input conditions Created test scenarios against new features of the Xbox App and areas affected by active code churn Devices tested include PCs (low - high spec), consoles, tablets, phones, and various embedded systems Test Associate 2 Microsoft - Redmond, WA January 2015 to February 2016 Data Migration Lead & Test Driver Data Migration: Responsible for testing successful deployment of major Xbox update that occurred on 11/12/2015 to all Xbox

consoles worldwide spanning all possible build groups and preexisting states      Optimized and streamlined process to deliver daily test pass results providing quick analysis of status and bug fixes

Actively test and debug pre-release software and developer tools for 1st party validation      Work daily with developers to isolate code defects and track bugs across all phases of product development      Education      B.S. in Computer Science in Computer Science      Washington State University - Pullman, WA      March 2012 to May 2014      Skills      Active Directory, System Admin, System Administrator, Linux

Name: Katherine White

Email: daniel44@example.org

Phone: +1-795-975-5603x6915