**SKYLAND T. JACOBSON**

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SUMMARY AND OBJECTIVE

I am an IT support analyst with a strong history of escalated incident and problem management, technical leadership, and consultation. I am seeking a team that will benefit from my skills in application development, diagnosis, implementation, and security. Such an environment should facilitate the expansion of my knowledge and skills and provide the opportunity to collaborate with other team members and clients.

EXPERIENCE

SENIOR APPLICATIONS ANALYST Feb 2013 – Present

Epiq Systems (Phoenix, AZ)

A global company that provides technology-enabled solutions for electronic discovery, bankruptcy, and class action administration.

* Provide 1st, 2nd, and 3rd level support for litigation clients
* Partner with internal associates to assist with problem resolution
* Document and collaborate with other functional groups to develop updated processes and workarounds

CONTRACT WORK

American Express\ Business Systems Analyst (Phoenix, AZ)

* Oct 2012 – Feb 2013
* Act as liaison between internal asset management and other internal teams creating software solutions by Waterfall and Agile methodologies
* Improve systems by designing modifications, defining project requirements, and troubleshooting and monitoring project progress
* Problem solve in order to move legacy applications toward compliance
* Train users and write and maintain processes and procedures

Arizona Department of Education (Phoenix, AZ)

* May 2012 – Oct 2012
* Work with the Arizona Student-Teacher-Course Connection project by providing support to local education agencies across the state in using two online applications, CourseWalk and State Report Manager, in order to map course catalogs to the Arizona State Course Mapping Framework.
* Assist in the implantation of incident/problem management software and knowledge base following ITIL®v3 standards.

Intuit (Tucson, AZ)

* Feb 2012 – May 2012
* Track, monitor, and resolve possible incidents and design dashboards as needed
* Perform operational analysis by ITIL®v3 standards
* Provide tiered support and monitoring of outsourced operations providers
* Responsible for translating business requirements into operational requirements, including call design and process flows

Bank of America (Washington/Idaho)

* Feb 2010 – Feb 2012
* Oversee the dismantling and installation of servers and systems
* Ensure that new systems are fully functioning, tested and integrated into bank operations
* Troubleshoot Windows operating system issues

COMPUTER FORENSICS ANALYST

Lighthouse Document Technologies (Seattle WA) Oct 2010 – Jan 2011

A national company that provides electronic discovery services and litigation support solutions.

* Coordinate and provide support for litigation clients
* Perform forensic analysis of digital information using standard computer forensics processes, evidence handling techniques, and litigation technology

TECHNICAL SERVICES LEAD

Electronic Evidence Discovery (Kirkland WA) Sep 2007 – Sep 2010

A national company that provides international clients with integrated electronic evidence discovery services and technology.

* Act as an escalation point for administrative and technical issues
* Manage all department operations, including strategic initiatives, as needed
* Provide support to the team and outside clients, following through to resolution
* Create technical services metrics via SQL and create KPI’s for senior management.
* Coordinate and implement the merger of East and West coast support teams, which includes training
* Test beta software, collaborate with software developers, and set up servers for test environments using VM software
* Provide administration for Maximo / Tivoli service desk, including incident/problem management taking ownership of workflow creation and escalation resolution via ITIL®v3 standards

IT SUPPORT SPECIALIST

Wilbur-Ellis (Tukwila WA) May 2006 – Sep 2007

An international company that markets and distributes agricultural products.

* Provide in-person or remote support for internal customers
* Perform installations, moves, add-ons, changes, software installations, and imaging
* Monitor incident/problem management system tracking issues through life cycle
* Monitor and trouble-shoot networking / server issues in remote branches

ENTERPRISE HELP DESK ANALYST

The Boeing Company (Bellevue WA) May 2005 – May 2006

* Support (2nd tier) in-house bookkeeping software for travel accounting (EBC)
* Support worldwide remote sites for Windows XP rollout block points, proprietary software installation and configuration, and PC file restores (via TLM data protector)
* Diagnose and resolve hardware and software failures and issues involving VPN, IPsec, and VS
* Facilitate email and data encryption

SENIOR ESCALATION ANALYST / TEAM LEAD SUPERVISOR

Nordstrom (Seattle, WA) Sep 2000 – Mar 2005

* Lead help desk team, provide executive support, and resolve escalated trouble tickets
* Supervise five help desk analysts, train new hires, and facilitate workshops for employees on new technical information
* Create and update knowledge base articles, maintain disaster recovery procedures and administer group and security policies
* Provide on-call support for VPN issues as well as file restores via TSM
* Implement and roll-out Retek merchandising and the new point-of-sale systems

POINT OF SALE ANALYST

Starbucks Coffee Company (Seattle, WA) Feb 1999 – Sep 2000

* Support (3rd tier on rotational basis) point-of-sale (POS) and end users calling in to Enterprise Help Desk, which includes remote troubleshooting of IBM PC registers’ and store drive-thru systems
* Analyze sales’ variances and Novell and NT networking issues
* Assist rollout and configuration of new POS systems
* Conduct server backups and restore corrupt files

CERTIFICATIONS

Electronic Discovery Science, Computer Forensics. 2007. University of Washington (Seattle, WA)

MCP. 1999. Bellevue Community College (Bellevue, WA)

MCSE. 1999. Bellevue Community College (Bellevue, WA)

EDUCATION AND TRAINING

BS, Business Administration. 1989. University of Washington (Seattle, WA)

AA, Business Administration. 1988. Highline Community College (Kent, WA)

Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; benchmarking state-of-the-art practices; and participating in professional societies.

APPLICATIONS

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| Adobe Photoshop | Lotus Notes 5.0 | Script/Gml |
| AS400 | Microsoft Office 7, 2010, XP | Server 2000, 2003 |
| Encase | MS Windows 7, XP | SMS\Active Directory |
| Forensic Process | Net IQ | Tivoli Service Desk |
| FTK | Novell NetWare | TLM Data Protector |
| HP Open View | Online TSO/ISPF | TSM Backup/Tivoli Storage |
| HP Service Desk | PC Anywhere | X-Ways |
| ITIL | Remedy |  |