

Kristina Austin

IT Manager

Seattle, WA - Email me on Indeed: [indeed.com/r/Kristina-Austin/d663f9a43005f1ff](https://www.indeed.com/r/Kristina-Austin/d663f9a43005f1ff)

Seasoned IT Professional, experienced in team leadership, hands-on technical support of network infrastructure for multi-user and remote environments. Skilled in managing people as well as projects, budgets and cost planning. Detail-oriented IT Manager, who has excelled in all of the IT projects thus far. Trained practitioner of Tamalpa Expressive Arts program with emphasis on Embodied Leadership, who also has the love for Stage Acting and Dance.

WORK EXPERIENCE

IT Manager

Seattle Opera - Seattle, WA -

April 2014 to August 2017

Supervised a team of IT Analysts and SQL Developers. Planned, advised, and executed all projects related to the Seattle Opera's IT Infrastructure. Worked closely with other decision makers at SO. Ensured that all IT related activities were cost effective as well as in alignment with future growth. Reviewed and analyzed all of the existing hardware and software, provided appropriate recommendations and implemented them which resulted in a savings of 60,000 dollars per year. Modified and managed yearly IT budget. Implemented PCI compliance, and improved network up-time to over 99.99%. Produced an easy to remote in environment, improved physical cabling and internet speeds. Improved the firewall and the switching. Migrated half of the physical server environment to the cloud, AWS and Azure. Migrated Microsoft Exchange to Office 365. 24x7 Support.

System Analyst/IT Manager

Steelhead Partners LLC - Bellevue, WA -

October 2009 to April 2014

Steelhead Partners is a Bellevue based Hedge Fund. I was brought on board as their first and only IT Employee. I separated them from another domain, created their own domain, built an exchange server, planned and executed their physical relocation from Seattle to Bellevue where they now reside. Provided 24x7 company wide technical support, everything from Help Desk to Server Management. Migrated them from Exchange 2007 to Office 365. Provided a new and robust and easily searchable solution for their email journaling system. Created a highly sensitive monitoring system, bought their domain name from a private party while saving 50% of what they were willing to pay for it. Implemented an a state of the art Backup/Disaster Recovery solution with a 4 hour turn around window. Documented all of the necessary processes and handed it over to a part time IT Consultant after 4.5 years. I built out this environment from bottom up, the server room, the racks, the servers, the switches, the firewall, and all necessary cabling were provisioned, purchased, installed and maintained by me. I also installed and maintained their AV and Phone system.

EDUCATION

Certificate

Tamalpa Institute - San Rafael, CA

2015

Bachelor of Science in Computer Science

City University of Seattle - Seattle, WA

2002

Associate of Applied Science in Applied Science

South Seattle College - Seattle, WA

2000

Certificate

University of Washington - Seattle, WA

SKILLS

Bi-lingual (10+ years)

ADDITIONAL INFORMATION

Skills

Project cost planning Self Sufficient

Market research Reliable

Results-oriented Responsive

Effective multi-tasker Communicative

Team player Inspiring

Strategic planning Intelligent

Mitigation plan development Bi-lingual (Russian)

Microsoft Team System Dependable