

Strategic Alignment Network Engineer

Strategic Alignment Network Engineer - Daystar, Inc

Dover, NH - Email me on Indeed: [indeed.com/r/17cb9bd38306f3a5](https://www.indeed.com/r/17cb9bd38306f3a5)

Technologist working at the intersection of process and communication.
Authorized to work in the US for any employer

WORK EXPERIENCE

Strategic Alignment Network Engineer

Daystar, Inc - Newington, NH - May 2015 to Present

Accomplishments:

- ❖ Created the new position of Strategic Alignment Network Engineer, reporting to CEO
- ❖ Primary technical contact for 45+ managed clients in myriad local industries
- ❖ Designed and implemented all process & workflow for this new position: client onboarding, 140+ point network evaluations, decision-maker/IT strategy meetings
- ❖ Developed an internal project tracking platform, with an in-house dev, to support the Strategic Alignment Team's organizational needs

Systems Analyst, IT Support

Community Partners - Dover, NH - January 2013 to April 2015

Accomplishments:

- ❖ Responsible for new hire orientations and technical training programs for incoming staff
- ❖ Rolled out new helpdesk, inventory, and remote assistance solutions agency-wide
- ❖ Primary point of contact between IT department and agency employees

Dining Room Manager

One Dock at the Kennebunkport Inn - 2012 to 2012

Server / Bartender

Events - Atlanta, GA - 2006 to 2011

EDUCATION Clark University - Class of 2005; magna cum laude

B.A., Screen Studies and Communication

INTERESTS Film, board games, food & spirits

References and samples available upon request. Please continue onto the next page. OBJECTIVE

Communicate • Innovate • Design • Implement

BA: Screen Studies

Concentration:

Communication and Culture

Cloud

backups

(film degree)

Written and verbal

communication

QoS enabled

10 years front of house

hospitality experience
Extensive food
& wine knowledge
Product knowledge
Personalized service
Suggestive selling
Leap of faith
Endpoint administration
New platform
implementations
Remote assistance
software
Helpdesk software
& inventory
solution
Client onboard process
design and implementation
Job experience

EDUCATION

Bachelor's in Screen Studies

Clark University - Worcester, MA
2001 to 2005

SKILLS

T2 IT Support (4 years), Network Administration (2 years), System Administration (4 years), Technical Writing (4 years), Hospitality (10+ years)

LINKS

<http://linkedin.com/in/aidanms>

ADDITIONAL INFORMATION

- * Passion for making IT accessible and understandable for everyone
- * Highly organized and detail oriented, with excellent written and verbal communication
- * Process and policy nerd, with an interest in workflow design and improvement
- * Personally invested, with a proven technical skillset and a long tenure in hospitality and customer service
- * Lifelong learner with a strong preference for team-based environments

PROFESSIONAL SKILLSET

- * Thorough knowledge of the SMB technology stack

- * Domain administration (comprehensive list of platforms and technologies available per request)
- * Tier 2 tech support and hardware/software troubleshooting - onsite and remote
- * Infrastructure evaluation and IT project design/recommendation
- * Proficient in building and maintaining meticulous technical documentation