

JADEN RILEY
[Email Hidden]
[Phone number Hidden]

PROJECT AND SOLUTIONS MANAGEMENT, GOVERNANCE, COMPLIANCE
Cloud Solutions Business Platform Administrator and Information Architect
I Specialize in Design, Architecture, Security, Governance, and Compliance

SUMMARY

I am an information architect and Microsoft 365 business applications professional with content management and web administration background. I build and maintain local and cloud environments by creating and managing custom/out-of-the-box, reliable, and easy-to-use technical and information architecture solutions designed to grow and adapt to meet evolving needs. My holistic approach to business needs, my enterprise experience, my emphasis on simplicity, my clear communication, and my ability to analyze business and functional requirements permit me to help organizations, vendors, clients, and customers create cost-effective and scalable solutions, solve problems, lessen administrative overhead, and increase productivity.

EXPERIENCE

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| • IT ADMINISTRATION | Managed Infrastructure/Application Services • Enterprise Systems • Comprehensive Start-to-End Solutions |
| • ANALYSIS | Business Analysis • Deconstruction • Complex Problem Solving • Out of the Box Thinking |
| • KNOWLEDGE MGMNT | Intuitive and fluid information architecture • Structure and context using SharePoint, Office 365, and Azure |
| • TRAINING & SUPPORT | Level 3 • Technology Trainer • High-Tech to Low-Tech Translation • Issue Triage and Resolution |
| • WEB DEVELOPMENT | Business Intelligence • Linux, WordPress, Joomla, Drupal Developer • LAMP Administrator & Developer |
| • MANAGEMENT | Project Management • Customer and Client Support Manager • Technical Services Manager |
| • TECHNOLOGIST | DNS • TCP/IP Networking • Systems Analysis • Troubleshooting • Creative Cross Technology Solutions |
| • AFFILIATIONS | SafePlace Victim Advocate • Hospice Patient Caregiver • Austin Pets Alive • Austin Disaster Relief Network |

KNOWLEDGE

LEADERSHIP

- Resource and Capacity Scoping/Planning/Allocation
- Metrics/Tracking/Monitoring and Status Reporting
- Conflict Resolution, Training, Mentoring
- Governance, Policy, and Standards Development
- Project and Process Efficiency Development
- Business Continuity and Disaster Recovery

ARCHITECTURE

- Information Architecture/Knowledge Mgmt.
- Network and Server Architecture
- Web Application, Database, Load Balancing
- Data Classification, Taxonomy
- Cloud Services and Infrastructure Virtualization
- Planning, Migrations, Deployment

ADMINISTRATION

- Multiple Operations & Content Mgmt. Systems
- 365/24/7 Scheduling and Time Management
- Arrange and Facilitate Meetings/Group Activities
- Travel and Expense Tracking/Reporting
- Budgeting
- Task Delegation

SECURITY

- PII/HIPAA Data Compliance
- Azure Information Protection
- Access and Rights Management
- Data Loss Prevention, Retention
- External Sharing, Guest Access
- Implementation, Enforcement

DEVELOPMENT

- PowerShell Automation, PnP Framework
- Site and List Templates, Workflow
- SharePoint Designer, InfoPath
- GitHub, Version Control
- HTML, CSS, JavaScript, Section 508 Accessibility
- Branding, User Experience (UX)

INFORMATION

- Data Utilization, Reporting, Knowledge Acquisition
- Business and Technical Requirements
- Training, Support, Documentation
- Plain Language, Content Consumability
- Policy, Governance, Standards Development
- Knowledge Management, Content Discovery

EDUCATION AND CERTIFICATIONS

- The University of Texas at Austin, Bachelor of Arts in Philosophy
- The University of Phoenix, Master of Education
- Microsoft Certified Professional (MCP)
- Microsoft Certified Solutions Associate, Office 365 Administration (MCSA)
- ITILv3

EMPLOYMENT

02/2020 – 02/2021	[CORPORATION NAME HIDDEN]	PRINCIPLE CONSULTANT
MICROSOFT 365 CLOUD SOLUTIONS ARCHITECT		
<ul style="list-style-type: none">• Work with clients and vendors to transition daily business operations to support mobile/remote workforce solutions• Redesign existing and create new and administrator information management portals and team collaboration systems• Develop data security governance policies and implement required modifications to ensure compliance• Automate and create easily managed user access and user licensing solutions and reporting services		
06/2018 – 01/2020	[INTERNATIONAL CORPORATION NAME HIDDEN]	SENIOR SOFTWARE ENGINEER
MICROSOFT AZURE SYSTEMS ARCHITECT		
<ul style="list-style-type: none">• Created multiple automation scripts enabling Support staff to standardize and quickly perform complex routing tasks• Architected a centralized and secure system to allow privileged groups, InfoSec, access to all security-enabled sites• Developed a strategy to deploy, update, and track the usage of custom scripts• Lead administrator for the enterprise deployment of Microsoft business applications• Integrated various 365 and Azure solutions to simplify tasks and enhance next-gen productivity• Provided general internal and external user support for the SharePoint ecosystem and troubleshoot related concerns• Lead SharePoint, O365 Groups, and Teams administrator and co-administrator of O365, Azure AD, and user licensing		
01/2018 – 6/2018	[CORPORATION NAME HIDDEN]	PRINCIPLE CONSULTANT
MICROSOFT 365 CLOUD SOLUTIONS ARCHITECT		
<ul style="list-style-type: none">• Worked with owner, staff, and vendor to close the office locations and work remotely• Managed team to execute a cutover migration and the transition of on-premises business processes to the cloud		
08/2016 – 01/2018	[GOVERNMENT ENTITY NAME HIDDEN]	SENIOR SYSTEMS ANALYST
MICROSOFT 365, SHAREPOINT, AND ONEDRIVE FOR BUSINESS ADMINISTRATOR		
<ul style="list-style-type: none">• Scripted PowerShell solutions to automate and simplify tasks and generate reports• Worked with the team, business units, and vendor to resolve needs (i.e., workflows, troubleshooting, projects)• Worked with Microsoft and team to develop a mass content migration plan (web pages, documents, manuals, forms)• Designed a requirements solution to prevent the unauthorized sharing of cloud data		
01/2010 - 08/2016	[GOVERNMENT ENTITY NAME HIDDEN]	SENIOR SYSTEMS ANALYST
SHAREPOINT ADMINISTRATOR, SHAREPOINT TRAINER, WEBMASTER		
<ul style="list-style-type: none">• Worked with developers to establish, test, and remediate HTML, CSS, JavaScript, and SharePoint components• Developed a solution to help migrate and communicate changes to SharePoint content between Agencies• Gathered and organized information to facilitate various knowledge transfer processes• Tested SharePoint's compatibility with existing and new technologies• Worked with customers and external developers to remediate system migration problems• Worked with developers to establish, test, and remediate SharePoint master page templates• Designed and managed a new method for publishing 5000 internal and external documents monthly		
11/2007 - 01/2010	[CORPORATION NAME HIDDEN]	LEAD TECHNICAL CONSULTANT
DEPT. OF [HIDDEN] AND [HIDDEN] COMMISSION - PROJECT LEAD & PROJECT TECHNICAL WRITER		
<ul style="list-style-type: none">• Performed daily analysis of deliverables needed for statewide (all offices-all employees) Novell to AD migration project• Gathered and organized data required to facilitate various projects and business knowledge transfer processes• Ensured the accuracy and completeness of technical data project documentation• Tested and modified procedure flows for clarity, correctness, and standardization• Evaluated data accuracy and enforced data information standardization• Compiled and formulated mined data into statistical reports, and improved data mining/data parsing procedures		
08/2005 - 08/2007	[INTERNATIONAL CORPORATION NAME HIDDEN]	MANAGER
SUPPORT AND CRIMINAL CONTENT MANAGER		
<ul style="list-style-type: none">• Audited customer Usenet activity for illegal digital content and report violations to the appropriate organization• Monitored the performance of global network nodes and worked with Cisco network engineers to remediate concerns• Developed training programs and career development tracks for new and existing personnel• Devised strategies for 'Best Practice' and formal policy based on identified operational trends and metrics		