

# Jeri Fey

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## PROFESSIONAL EXPERIENCE

### IT Help Desk Manager

August 2019 - Present

Viega LLC – Broomfield, CO

- Manage team of 9 help desk technicians (Tier I-III) over 3 sites in North America to support 600 employees at 6 manufacturing and distribution sites as well as 200 field sales employees
- IT Help Desk Scrum Master on 2 week sprint schedule for maintenance and project tasking
- Created internal processes to manage technician documentation accountability
- Implemented change management using ITIL framework for help desk, infrastructure, and SAP team in order to reduce risk
- ServiceNow product owner for Global ITSM implementation project for US and Germany IT departments
- IT Help Desk projects including resource, vendor and budget management for following projects:
  - Help Desk and Customer Service Call center software implementation
  - ITSM replacement of Jira with ServiceNow
  - MS 365 implementation with focus on MS Teams to replace Skype for Business
  - KnowBe4 security awareness training software implementation

### IT ServiceDesk & Applications Manager

May 2015 – July 2019

City of Golden – Golden, CO

- Overhauled service management for Service Desk by implementing new Incident Management process
- Developed standard KPIs to report to management team
- Project planning for 2-year budget cycle
- Support team education in areas of new technologies and ITIL strategies
- Driving change management for infrastructure and applications team as CAB manager
- Configured and developed modules that would help service desk track maintenance, projects, and problem tasks using no code app building and JavaScript
- Managing technical support engineers, systems administrators, and interns as needed to meet service level requirements
- Authored Service Level Agreement to include after-hours emergency support plan
- Provide guidance on HIPPA and PCI regulations for IT as well as other departments
- Utilizing Kanban and Scrum methodologies to improve service delivery

### Systems Administrator

- Implemented ServiceNow Kingston platform as administrator and fulfiller for ITSM
- Building ATF for upgrading ServiceNow to Madrid instance
- Technical support for aprox. 350 city employees via phone, email and walk-in
- Managing multiple projects with varying timelines and deliverables
- Server infrastructure support using Nimble SAN and aprox. 60 virtual servers in VMWare ESXi
- Development in ICONICS Genesis64 HMI, Emerson Bristol Control Wave Micro PLCs, and HACH sc200 controllers and Modbus, DNP3, BSAP IP protocols
- Nimble SAN and VMWare ESXi infrastructure administration of about 60 Windows servers

### Data Manager

June 2014 – Jan 2018

University of Colorado at Boulder - Institute for Arctic & Alpine Research (INSTAAR)

Boulder Creek Critical Zone Observatory – Boulder, CO

- Red Hat Enterprise Linux, Oracle 11g, and Apache Tomcat system administration
- Responsible for maintaining a system for archiving and providing web access attained field data for both CZO researchers and the scientific community. I also am working with a national CZO data management group to develop a central database and unified approaches to data management.

### Lab Assistant in Stable Isotope Laboratory

March 2013 – June 2014

University at Colorado at Boulder - Institute for Arctic & Alpine Research (INSTAAR) – Boulder, CO

- Melting ice cores from WAIS Divide, Antarctica with complex pressure melting system

- Collecting Oxygen and Deuterium stable isotopes using a PICARRO cavity ring-down mass spectrometer for these ice cores

### **Systems Admin Senior (Contract)**

**August 2012 – January 2013**

*GHG Corp - McMurdo Station, Antarctica*

- Manage team of 3 Systems Administrators and 2 Network Engineers
- Created Knowledge Wiki for training and process management
- Provide critical system administration and network technical support for all staff on station
- Key role in maintaining (NOC) data center operations and backup management to include SAN
- VMWare vSphere server management and Windows 2008/UNIX physical servers

### **IT Technician II Full Time & Part-time Student**

**August 2010 – August 2011**

*Colorado School of Mines – Golden, CO*

- Provided computer, system administration and network technical support for faculty and staff
- Worked with computer lab team to build and maintain *Ubuntu* Linux systems for Math/Computer Science computer labs
- In addition to technical support issue tracking and resolution, I worked with teammates on infrastructure upgrade projects for the IT department

### **IT Manager**

**October 2008 – June 2009**

*Location3 Media – Denver, CO*

- Managed all IT-related accounts from internet connection to PC replacement plan, in addition to over all project management
- Maintained web farm, dual database servers, development servers, MS Exchange, and file servers using Windows 2008, two server sites with eight servers in total, as well as, VPN and *Watchguard* firewall for both sites
- Worked with developer to build web services and applications for the business
- Utilized Active Directory for system and employee account management.

### **Senior Computer Technician (Contract)**

**October 2006 – February 2008**

*Raytheon, RPSC – South Pole, Antarctica*

- Backup support to System Admin on Active Directory and server management
- Desktop technical support for all station employees, including IE, printing, network connectivity and maintenance for multiple platforms: *Windows, OS X, Linux*
- Used *Track IT* issue tracking application to create, manage, and close all issues
- Worked with *iMovie & iDVD* for presentation development as well as troubleshooting and training

### **IT/Communications Technician II (Contract)**

**April 2004 – July 2006**

*KBR – Camp Anaconda, Iraq*

- Provided technical desktop support for employees, including IE, printer/network connectivity and maintenance
- Project management oversight for all *Access* databases for each department
- Followed company-defined PMO standards for database creation and implementation for each department
- Supported 300+ user built *Access* databases for multiple departments

### **Certifications**

ITIL v3	2018
CompTia Linux+	2015
ServiceNow Fundamentals	2018

### **EDUCATION**

**University of Colorado Boulder**

*B.A., Geology: Environmental Geosciences*