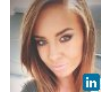


# Katie Rose Felten

*Freelance Technical Consultant*

Technical nerd with a passion for people. I'm curious about wellness, building helpful solutions, and world class service.

I currently do web design consulting for multiple fitness professionals. You can review my portfolio and contact me through my website here: <http://katierose.co>



## Experience

### *The Strength Guys*

04 / 2015 - Present

Gatekeeper

- Managed all inquiry emails
- Answered questions on TSG's approach to training, nutrition, pricing
- Updated the company inquiry packet
- Researched and documented lead data
- Trained as an athlete under coach Jason Tremblay

### *Roman Fitness Systems*

03 / 2014 - 09 / 2015

Technical Executive

- Responsible for all tasks including but not limited to WordPress management, technical audits, and website updates.
- Screening, hiring, and management of outside contractors for freelance technical work.
- Upkeep of systems and servers for 10 sites.
- Edit guest article submissions.
- Update SEO, affiliate information on 200+ RFS articles.
- Keeping Roman from breaking the Internet.

### *Peak Hosting*

05 / 2014 - 10 / 2014

Technical Account Manager

- Post-sale main point of contact between customers and Peak Hosting.
- Facilitate the implementation of new server builds, turn-downs and existing customer upgrades.
- Coordinate and schedule inter-department Peak resources for builds and upgrades.
- Interface with customers to address concerns that do not fall under the normal scope of support.

- Communicate status of ongoing customer projects both internally and externally.
- Provide project management for complex environment builds.
- Assign priorities and timeframes for deliverables.
- Verify, validate and track hardware and software pricing, procurement, delivery and installation.
- Document and log project progress in Jira tickets.

## *Cellular Sales*

06 / 2013 - 05 / 2014

IT Procurement Analyst

• Ordered all network, printer, and PC equipment for new store openings. • Tracked purchase history and maintained inventory levels locally and with remote warehouse. • Organized standard product orders into catalog for simple overview. • Regulated documentation for vendors to configure switches, firewalls, and DVR security. • Facilitated communications between technology teams and the business. • Ensured that business needs are well documented and validating that limitations or risks are understood. • Investigated and recommended technical solutions that will meet the business requirements. • Assisted project managers in defining and executing strategy. This included a massive XP refresh project and printer standardization.

## *Cellular Sales*

01 / 2013 - 06 / 2013

Operations Support

• Supported 500+ stores on the East Coast remotely. • Received phone calls from internal Cellular Sales employees and prioritized or escalated accordingly among the Operation Support team. • Created inbound call procedure checklist and trained Tier 1 new hires. • Used SolarWinds to remote into Fortinet firewalls. • Managed user accounts, workstations, and distribution groups within Active Directory. • Pulled security footage for store theft and break ins. • Recorded and updated all DVR security camera inventory information. • Used BMC Footprints to manage tickets.

## *Allevia Technology*

09 / 2012 - 11 / 2012

IT Consultant

• Provided technical support and computer repair for small companies and home users in the Knoxville area. • Worked with a team of two others and traveled to on site locations when needed. • Performed hardware upgrades, software installs, virus removal, data recovery, and website design.

## *Improving Enterprises*

01 / 2011 - 08 / 2012

Network Administrator

- Migrated email to Office 365 which saved company \$35,000+ a year.
- Provided Office 365 administration for new user setups, license tracking, and all email maintenance through Exchange Online.
- Implemented solutions using Agile Scrum weekly iterations.
- Purchased Dell 2U servers and setup external access to Hyper-V VM environments.
- Managed security with Cisco ASA firewall and Microsoft Threat Management Gateway (TMG).
- Tracked server health and received alerts with SCOM.
- Managed the room rental class schedule and software setup according to client requirements.
- Provided outstanding customer service and facility setup for instructors, students and staff.

## *Corinthian Colleges, Inc.*

10 / 2010 - 12 / 2010

Network Administrator

- Responsible for all the local area network technologies for the Dallas Everest campus.
- Provided a technical liaison between campus administration and corporate IT with no direct supervision.
- Supported 100+ administrative staff and 9 PC Lab's with 300+ computers.
- Enforced corporate policies regarding network security, IT standards and resources.
- Completed projects including networked printer set ups, software and anti-virus updates to all labs, organized the server room, and created an inventory of all equipment.
- Recorded and tracked all tasks through Altiris.

## *Delta Career Education Corporation*

02 / 2010 - 09 / 2010

Site Technician

- Supported 90+ staff at Lamson College campus and the Delta Contact Center.
- Worked as a member of the Operations Team and reported directly to our Chief Information Officer.
- Traveled to Tucson, AZ to support Tucson College from April to May and trained new hire.
- On call 7 days a week for any issues related to the contact center, being a high priority function.
- Worked with a 3G voIP Alti-Gen phone system, VMware virtual servers, two separate domains for corporate and academic using Windows Server 2008/2003.
- Resolved tickets through Track-IT.

## *SWCA*

09 / 2008 - 01 / 2010

IT Administrator

- Supported around 100 users directly at corporate office.
- Provided

first level support for all 25 offices across the country with 500+ staff. • Traveled to Tucson or Flagstaff offices when needed. • Prioritized, resolved, and escalated trouble tickets appropriately. • Set up new users, imaged their computers and ordered hardware. • Recorded and maintained inventory for all AZ offices.

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## Certifications

*A+*

CompTIA

07 / 2008

*Network+*

CompTIA

09 / 2008

*Security+*

CompTIA

12 / 2010

*Sports and Society*

Coursera

03 / 2014

*Precision Nutrition Level 1*

Precision Nutrition

03 / 2015

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