Moscow, US, 83843

Professional summary

Software Developer with extensive expertise in IT management and technical support, bringing 12 years of experience to optimize systems and enhance operational efficiency. Proficient in hardware and software troubleshooting, networking, and user training, ensuring seamless communication and support across diverse teams. Committed to leveraging skills in performance updates and decision-making to drive innovation and connectivity improvements.

Employment history

EcoAnalysts, Inc. | • Director of Information Technology

Oct 2021 - Present

- Set up and configure systems for new employees, ensuring smooth onboarding with Microsoft 365 and other job related software.
- Manage the Active Directory domain, enabling secure and organized access to network resources.
- Remotely manage the IT infrastructure of two offices located in different parts of the country.
- Conduct remote software and IT support for remote offices, resolving technical issues promptly.
- · Install IT-related hardware, software, and security measures to maintain secure and efficient operations.
- · Troubleshoot network issues, providing swift resolutions to maintain connectivity.
- · Communicate technical solutions clearly to diverse teams, fostering understanding.
- Provide support via remote desktop software, diagnosing employee issues over private and public networks.
- · Instruct personnel on new systems and software via presentation and provision of training materials.
- · Reply to employee queries via email, messaging systems, and support ticket platforms.
- · Lead network upgrades, optimizing infrastructure for improved performance.

Inland Northwest Broadcasting | IT Manager/Engineering Assistant

- · Set up and configure systems for new employees, ensuring smooth onboarding.
- Manage, install, and repair radio broadcast hardware and software, ensuring reliable operations.
- Collaborate with broadcast engineer to install and manage equipment, enhancing operational efficiency.
- · Work with several different technologies to ensure seamless integration of IT systems and radio station hardware.
- · Troubleshoot network issues, providing swift resolutions to maintain connectivity.
- · Communicate technical solutions clearly to diverse teams, fostering understanding.
- · Lead network upgrades, optimizing infrastructure for improved performance.
- · Configure and modify the private WAN network.
- Install and manage a Wide Orbit Radio Automation network.
- Provide remote desktop support to diagnose and resolve employee issues over private and public networks.
- · Instruct personnel on new systems and software via presentations and training materials.

Inland Northwest Broadcasting | Operations Manager/IT Support

2012 - Feb 2019

- · Hiring, training, and scheduling staff, including DJs, producers, and technical teams.
- · Conducting performance evaluations and addressing workplace issues.
- Coordinating team efforts to ensure smooth day-to-day operations.
- · Developing and implementing policies and procedures for smooth workflow.
- · Managing budgets for operations and technology upgrades.
- · Planning for disaster recovery and mitigating downtime risks.

- · Coordinating with marketing and programming teams to support station goals.
- · Ensuring IT solutions align with creative and commercial needs.
- Evaluating and adopting new technologies to improve broadcasting capabilities.
- Conducted most of the hands on IT responsibilities myself as well as assisted the broadcast engineer in technical troubleshooting and repair.

Education

Nucamp Coding Bootcamp | Full Stack Developer and Backend Developer bootcamps

Jan 2025

Gained skills in web development, backend programming, and related technologies.

University of Idaho, Moscow, ID | Bachelor of Science: Radio And Television Broadcasting Technology May 2007

University of Idaho, Moscow, ID | Bachelor of Science: Human Resources Management

May 1995

Boise State University, Boise, ID | Some College (No Degree): Business Administration

Programming Languages/Technologies

HTML • CSS • Bootstrap • Javascript • React • Node.js • Express.js • MongoDB • Python • Django • Flask • Kubernetes • Docker • SQL • PostgreSQL • AWS • Google Cloud • Azure • AWS • Render • Firebase • SDLC

Skills

Patient Understanding
Equipment knowledge Prioritization

Performance updates Decision-making
Training Troubleshooting

Networking System configuration

Hardware support Software support

Remote desktop support User training

Links

<u>LinkedIn</u> <u>My Portfolio Site</u>

Additional information

Hardware Experience

PC Desckop Build and repair • XDS Satellite receivers • Wegner Satellite receivers • Dell Power Connect 2724 managed switch • Wheatstone Broadcast Consoles - G6/G4 • Orban Optimod audio processor • Nicom, Moseley, and Bext STL's • Trango and Ubiquiti Point to Point radio's • Broadcast Tools ACS 8.2 and 16.4 Audio Control Switcher • Audioscience sound cards • Audioscience BOB1038 and BOB1024

Software Experience

Microsoft 365 • Microsoft Active Directory • Azure Active Directory • Windows 11 Professional • Microsoft Word • Excel • Outlook • Wide Orbit Automation for Radio Network software • Wheatstone X-Point • Adobe Audition • PingPlotter • Ultra VNC Viewer • LogMeIn • Bomgar Remote Support

Languages

English (Native)

Spanish (Proficient)

References

Steve Heller

Inland Northwest Broadcasting seheller@live.com +1 208 596 1360

Jon Carson

Inland Northwest Broadcasting jcarson@inlandradio.com +1 208 791 3990

Kelly Wayne

Schweitzer Engineering Laboratories +1 208 305 1002

Hobbies

I like to travel; spend time with my dog; and go to the gym. I am a certified weightlifting coach and yoga instructor and teach a crossfit style exercise class once a week.