
Objective: *Engineering or management role for a technically proficient support engineer with leadership experience/capabilities, excellent cross-functional team collaboration, strategic planning experience, and strengths in conflict resolution, root cause analysis, & process improvement.*

EXPERIENCE

Lytics, Inc. – Portland, OR

Company Summary: Provides a customer data platform for marketers to develop personalized customer experiences and analyze behavioral data with data science or machine learning

Technical Support Engineer

May 2022 – March 2023

Served on technical support team embedded in engineering to collaborate directly with software engineers and data scientists on the maintenance and support of the platform and its third-party integrations, provided advanced REST API technical support to thoroughly triage and prioritize incidents, regularly reviewed advanced cloud platform logs, delivered reports thoroughly documenting bugs or feature requests, utilized Git to collaborate and review deployments, served as subject matter expert on technical aspects of the product, provided system administrator level oversight, configured SSO portals for clients, and utilized API tools to completely manage full account lifecycle

Portland State University (Office of Information Technology) – Portland, OR

Helpdesk Tier 1 Supervisor – Lead

Apr 2018 – Apr 2022

Managed operations of hybrid cross-functional support teams as supervisor in a collaborative enterprise environment of a complex institutional organization, monitored service metrics, evaluated customer feedback, redesigned service delivery processes, frequently met with stakeholders to review organizational needs, led strategic planning to improve existing infrastructure, managed documentation knowledge base, led employee training, coordinated onsite service center moves, managed remote teams, provided individualized coaching, conducted periodic performance reviews, set key performance indicators, and administered Atlassian Suite

Helpdesk Tier 2 – Consultant II

Aug 2017 – Apr 2018

Participated in strategic planning, performed business process analysis, managed projects, supported educational technology, administered systems, monitored network security, served as subject matter expert, and provided escalation support

University of Nebraska-Lincoln (Information Technology Services) – Lincoln, NE

Help Center Tier 2 – Associate

Aug 2013 – Jul 2017

Managed student employee teams, conducted employee training, provided advanced technical support in a fast-paced environment with high-profile populations, quickly learned new software or hardware to provide on-demand support, monitored network infrastructure to identify security vulnerabilities, helped implement enterprise best practices, supported innovative learning communities, managed large volume of devices through JAMF or SCCM, managed LMS tools including Canvas, deployed technology, provided advanced Microsoft Office 365 support, and provided specialized support for Colleges of Architecture, Fine & Performing Arts

ADDITIONAL EXPERIENCE



Portland State University (Office of Information Technology) - Portland, OR

Online Learning Administrative Support Specialist & Lab Attendant

Jun 2012 - Jul 2013



Portland State University (College of Urban & Public Affairs) - Portland, OR

Graduate Research Assistant & Graduate Teaching Assistant

Sep 2011 - Jun 2013



Affiliated Computer Services, a Xerox company (AppleCare Support) - Portland, OR

AppleCare Senior Advisor (Tier 2)

Oct 2009 - Oct 2011

AppleCare Advisor (Tier 1)

Oct 2008 - Oct 2010



University of Missouri-Saint Louis - St. Louis, MO

Technology Learning Center Representative

May 2007 - May 2008

Computer Lab Attendant

Oct 2006 - May 2007

Resident Assistant

Aug 2006 - May 2007

Co-coordinator ('Emerging Leaders' Program)

Dec 2005 - Dec 2006



St. Elizabeth's Hospital (Admitting) - Belleville, IL

Emergency Room Admitting Registrar

Aug 2004 - Aug 2005

Admitting/Scheduling Registrar

Mar 2004 - Aug 2004



Missouri State Public Interest Research Group (MOPIRG), St. Louis, MO

Fundraising Canvasser

Dec 2003 - Mar 2004



Toxics Action Center, Boston, MA

Campaign Manager Intern

May 2003 - Aug 2003

EDUCATION



Portland State University (College of Urban & Public Affairs) - Portland, OR

Master of Science in Political Science — All But Thesis (ABT)



University of Missouri-Saint Louis (College of Arts and Sciences), St. Louis, MO

Bachelor of Interdisciplinary Studies — 2009