Michael Shriver

Seattle, WA   (360) 474-7453; michael@shriver.co

Experience

University of Washington, College of the Environment Dean's Office—Seattle, WA
Senior Computer Specialist; 2022 - Present

- Support computer hardware, software, A/V Equipment for multiple units across the College of the Environment
- Provide extensive support for College users of the UW's High Performance Computing cluster, including software installation, scripting and batch job troubleshooting
- Support Server hardware and software including Windows Server, Linux/UNIX, Web Server stacks (IIS and LAMP), file server and Sharepoint administration
- Design and implement computing projects to support the College's core mission

Seattle Community Network—Seattle, WA
IT Generalist and IT Operations Process Manager (Volunteer); 2020 - Present

- Configure and deploy network site servers running a Linux environment
- Implement network-wide monitoring with SNMP and LibreNMS dashboards
- Document all technical processes thoroughly, with new volunteers in mind
- Design and document IT Operations processes for the organization with an end-to-end service lifecycle in mind: deployment, user support, maintenance and replacement

Nordstrom—Seattle, WA
Nordstrom, Systems Analyst 2, Incident Management Team; 2011 - 2020

- Transformed Incident Management by launching new team. Transitioned Incident Management from and on-call based, inconsistent, secondary function to primary function of Service Desk. Reduced response times by up to 75%; eliminated incorrectly escalated incidents and improved user satisfaction
- Provided second-tier phone support for Nordstrom employees and contractors. Provided in-depth support for Windows desktop software; esp. Microsoft Office products
- Developed/refined new reporting process utilized by CTO, senior directors, and partner PMs. Self-learned Tableau and developed dozens of robust, flexible reporting visualizations in response to ever-evolving reporting requirements
- Collaborated closely with IT partners to track Incident and Problem Management, improve IT system reliability, and report on results. Provided consistent advocacy and cross-team support for implementing Problem Management

Education

- **Seattle Pacific University**—Seattle, WA
  Bachelor of Arts; English Literature and Computer Science

Skills

- ITIL Foundations V4 Certification
- Programming, scripting and markup languages (C++, Python, PHP, Perl, UNIX Shell Scripting, HTML/CSS and LaTeX)
- Strong communication skills, written and verbal. Able to explain highly technical procedures clearly, to audiences with diverse technical backgrounds
- Excellent problem solving and troubleshooting skills, Able to pick up technical procedures and skills quickly
- UNIX command line, computer networking, hardware and system administration
- ITIL Incident, Problem and Change Management
- Relationship-driven, goal-oriented worker with a passion for customer and partner satisfaction