SHERI ELGIN

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SUMMARY

Hardworking, collaborative and motivated IT professional with ten years of IT administration and support experience. Excellent communicator who can explain technical matters to a broad audience and works well with diverse populations. Takes pride in assuming ownership of issues through to successful resolution and providing superior customer service. Applies sound judgment to minimize down time and proactively seeks improvements to systems, networks and processes.

RELEVANT EXPERIENCE

ROMAC INDUSTRIES, BOTHELL WA   5/17 – 2/20

Manufacturer of pipe products for the water and waste water industries based in Bothell, Washington.

IT Administrator

Provided support to 200+ users in manufacturing environment across 4 physical sites, including service desk support, software installation and management, resolving connectivity issues and asset management. Resolved or triaged request, incident and problem tickets within Zendesk. Generated and updated departmental documentation. Managed computer, terminal, mobile and peripheral hardware configuration, deployment, decommissioning and asset management. Diagnosed client-side hardware and software problems, made repairs or coordinated vendor service. Provided administration and troubleshooting for Meraki LAN/WAN performance and connectivity issues. Provided monitoring for connectivity and backup processes and responded to data restoration requests. Provided account and directory services, and general administration for Windows 2008 R2/2012/2016 virtual file, print, application and Citrix servers.

⬩ Provided support and troubleshooting throughout network upgrade project including migration from Aruba to Meraki APs and implementation of VLANs with associated resubnetting and device configuration.
⬩ Provided support, vendor collaboration, documentation and troubleshooting throughout upgrade from XenApp v6.0 to XenApp v7.15 including machine catalogs for XenDesktop, XenApp and VDI images.
⬩ Provided support and troubleshooting through additional upgrade projects including software upgrades, phone system migration, infrastructure upgrades, and significant building remodeling.

COMPASS HOUSING ALLIANCE, SEATTLE WA   8/15 – 6/16

Non-profit organization that provides services and affordable housing for homeless and low-income people in the greater Puget Sound region.

Help Desk Coordinator

Provided remote support for 200+ users across 3 administrative sites, 10 program sites and 20+ housing locations across King County. Logged service requests in ticketing system, resolved or assigned as needed, and verified resolution. Evaluated user support issues, identified areas requiring training and developed training sessions as needed. Provisioned and de-provisioned users and computers in Active Directory, MS Exchange, phone system, access control system and software systems. Maintained inventory of equipment, software licenses and supplies. Coordinated setup and termination of mobile services and devices.

⬩ Developed and implemented new employee orientation IT training sessions and associated user documentation
⬩ Supported migration of ticketing/inventory system from Alloy Navigator to Manage Engine ServiceDesk Plus including vendor coordination, system and user documentation, and system configuration
⬩ Updated and expanded on existing documentation, revised documentation storage and dissemination processes, and initiated new Knowledge Base system within ServiceDesk Plus

Network Systems Administrator

Provided deskside end-user support, issue resolution, and network administration for multiple King County facilities. Managed computer imaging, deployment/re-deployment and decommissioning. Installed, tested and configured network equipment, workstations, peripherals, software, and VoIP telephony equipment. Diagnosed hardware problems, made repairs or coordinated vendor service. Provided troubleshooting for LAN/WAN performance and connectivity issues. Maintained physical, and virtual servers and SAN storage. Installed new software releases, upgrades and patches. Monitored backups and assisted with data restoration requests.

- Supported physical relocation of program site, and addition of a new satellite office including equipment procurement, vendor coordination, equipment installation and configuration
- Provided technical, administrative and user support for cellular provider migration project including user training and documentation, and the implementation of a Meraki based mobile device management system

UNIVERSITY OF WASHINGTON, SEATTLE WA   6/15 – 8/15

UW Online is managed by UW Professional & Continuing Education, which provides online courses for degree and certificate programs.

Online Learning Production Specialist (UTemp Contract)

Primary role to assist migration from email based technical issue tracking to MS System Center based ticket tracking. Additional daily duties included resolving or escalating incoming questions and/or technical issues around online UW courses and the Blackboard LMS system.

J.R. SIMPLOT COMPANY, BOISE ID   10/08 – 6/14

Large, privately held international food and agribusiness company based in Boise, Idaho.

Computer Support Analyst

Provided desk side support, employee on/off boarding and issue resolution to 200+ users across 4 diverse business units and 8 physical sites. Managed computer deployment, imaging, software and configuration. Managed installation and configuration of desk phones, voicemail and mobile devices. Diagnosed and resolved hardware, software and connectivity issues on laptop, desktop, virtual desktop, thin client and mobile platforms. Installed, configured and supported A/V and print devices. Maintained asset management including equipment procurement and decommissioning, inventory tracking, software license management, equipment leases and support contracts.

Procured, maintained, upgraded, and decommissioned networking equipment and cabling. Provided troubleshooting and resolution or escalation of LAN/WAN network issues. Worked with users and vendors to install and troubleshoot lab and manufacturing equipment. Performed server administration tasks for four file and print servers (Windows Server 2003/2008R2), including security, monitoring backups, data recovery/restoration requests. Performed SharePoint administration tasks including accounts, access control, site management, troubleshooting and training.

Provided creation and coordination of training sessions and documentation when new systems or significant OS/software changes were implemented. Managed dissemination and enforcement of IT policies. Identified issues and areas for improvement and collaborated on required system changes.

- Provided extended IT support throughout the progression of a large scale/multi-phased construction project
- Planned and implemented migration from Windows XP to Windows 7 for over 200 client computers
- Planned and coordinated migration of local file/print servers to primary data center
- Provided consulting, procurement, and ongoing support for onboarding of new Sensory Department offices, including addition of testing lab facilities
- Advocated for and obtained application analyst support for Caldwell Technical Center site

IT Service Desk Technician II

Provided remote IT support for high call volume help desk providing first and second tier IT support for over 5 thousand US based employees. Generated, prioritized, escalated and resolved IT tickets while meeting SLAs and maintaining high customer satisfaction. Provided troubleshooting and resolution for hardware, software, email, account, print, network, cellular and security issues. Created, modified and managed AD accounts, Exchange

accounts, public folders, aliases, security and distribution groups. Created and managed Lync accounts. Managed BlackBerry devices and software via BAS. Managed remote access requirements for VPN and RSA accounts. Managed documentation libraries and content for department intranet and SharePoint site.

- Managed ticket queue triage and issue escalation in absence of team lead
- Team SME for CommonSpot CMS, SharePoint, Exchange, BlackBerry and Remote Access (VPN/RSA)
- Managed user documentation quality processes including updates, retirement and creation of new documents
- Revised and updated department intranet, SharePoint site and documentation repository
- Supported OS update project for Motorola (DCS) handheld scanners including changes to image process, creation of documentation and user training

UNIVERSITY OF WASHINGTON, BOTHELL WA   **6/07 – 9/08**
Web Services Assistant
Provided support for the training and use of Bricolage, a customized, open source content management system. Maintained user roles, accounts and documentation within CMS. Performed troubleshooting and resolved basic website issues.
- Conducted research project for Windows/.NET replacement for CMS

Help Desk Technician
Provided technical assistance to faculty, staff and students for laptop, desktop, audio/visual, printer needs. Provide user support for Blackboard CMS. Assisted with hardware upgrades, equipment deployment and inventory control. Created online documentation for faculty, staff and students.

CALIFORNIA STATE UNIVERSITY EAST BAY, CONCORD CA   **6/04 – 7/05**
Computer Laboratory Assistant
Assisted students, faculty and staff with application, print and technical issues during class time and in computer labs. Delivered, installed and tested computer and AV equipment for classes.

TECHNICAL SKILLS

OS: Windows 7/10, Windows Server 2008 R2/2012/2016 (Active Directory, GPO, Exchange, File/Print Services), Linux (Debian/RHEL), VMWare vSphere, IBM iSeries.
Network/Protocols: TCP/IP, DNS, DHCP, SNMP, FTP, SSH, Routers/Switches (HP, Meraki), Cabling (Cat5e, Fiber Optic).
Hardware: Servers (HP ProLiant, Dell, Supermicro), desktops/laptops (HP, Dell, Lenovo), thin clients (HP, Dell Wyse), printers (HP, Canon, Datamax), tablets/mobile devices (Windows, iOS , Android, BlackBerry), desk phones (PBX/VoIP, Avaya, Mitel, Cisco), audio visual equipment (Cisco/Tandberg), Barcode Scanners (Motorola, Zebra), Timeclocks (Kronos, UltiPro), various scientific/manufacturing/serial devices.
Software: Microsoft Office Suite (Enterprise 2007-2016/Office 365); Collaboration/Conferencing (SharePoint, Slack, GoToMeeting, WebEx, TeamViewer); IM/Telecommunications (Lync, Jabber, HipChat); Encryption/AV (Credant, TrendMicro, Symantec, SentinelOne); IT Ticket (FootPrints, ServiceDesk Plus, Zendesk); Citrix (Studio/Director/Management Console/Receiver); Content Management/HTML; Adobe (Acrobat/Creative Suite); Mobile Device Management (BAS, Mobile Iron, Meraki); Oracle; JD Edwards; ExacqVision; Integra32; Kronos; RSA Authentication Manager; AutoCAD/SolidWorks; IBM SPSS; Lawson HCM.

EDUCATION

Certificate of Completion, UNIX/LINUX Fundamentals, Edmonds Community College   **2015**
Bachelor of Science, Computing and Software Systems, University of Washington, Bothell   **2009**