

SARAH ELKINS

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Education

Murray State University, Murray, KY

Bachelor of Science, Computer Information Systems; Dec 2013

Knowledge, Skills and Abilities

Technology

- **Database Knowledge**

Microsoft SQL	Redis
PostgreSQL	

- **Operating System Knowledge**

Linux (RedHat, Centos, Fedora)	Windows
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- **Build & Test Knowledge**

Jenkins	Selenium
Electric Commander	HPE Quality Center (ALM)
Nexus	

- **DevOps Technologies**

Docker	VMWare	Jira Software
OpenStack	Hubots	ChatOps (Slack, FlowDock)

- **Enterprise Hosted Source Code Management Systems**

GitHub Enterprise	Subversion Edge	Team Foundation Server
Gerrit	CollabNet TeamForge	

- **Experience with several coding languages and applications, including:**

Shell/Bash	Git	HTML	Perl
Markdown	PowerShell	SQL	
Subversion	CoffeeScript	Python	

Experience

Hewlett Packard Enterprise, Austin, Texas

Solutions Architect, April 2017 - Present

Source Code Management IT Developer/Engineer, April 2014 – April 2017

- Led and assisted cross-functional teams across different geographical locations and functional expertise with adopting and adapting to DevOps/Agile workflows.
- Lead teams in delivering mobile applications to the iTunes and Google Play stores.
- Budgeted and lead roadmap discussions regarding applications hosted within the company.
- Developed End-to-End Pipelines for application deployment and upgrades
- Technical Contact for Vendor Relationships
- Analyzed and developed technical documentation and presentations
- Social Coding Evangelist
- Worked with volunteer organization to help host Hewlett Packard Enterprise CodeWars in Austin, Texas area. This event brings high school students from the central Texas area together for a competition testing their coding skills.
- Maintained mission critical applications with 24/7 support across the enterprise

- Developed and provided verbal and written training to application administrators and users
- Created and executed implementation plans for Source Code Management system installations and upgrades
- Debugged issues on Linux and Windows systems
- Maintained application information within Git repositories on GitHub Enterprise
- Collaborated with team members in various geographical locations on Git repositories using GitHub best practices within the GHE system and via ChatOps tools
- Implemented and maintained Source Code Management systems with high-availability clustering over multiple geographical locations
- Expert in Agile development cycle
- Developed, hosted and presented training sessions with development teams on the use of various tools within the company (TeamForge, GitHub Enterprise, Team Foundation Services, Jira Software, etc.)

Murray State University, Murray, KY

Communications Supervisor, June 2013 – March 2014

Telecommunications Operator/Parking Enforcement; July 2011 – June 2013

- Operated a multi-line and complex telephone console and radio system
- Monitored, received and responded to a variety of emergency and non-emergency complaints and calls for services, alarms and technical systems
- Gathered and disseminated information to the National Crime Information Computer and Law Information Network of Kentucky (NCIC/LINK) database system, officers and other personnel within the department
- Trained full-time and student workers on use of Boss Parking Enforcement Software and Equipment
- Supervised telecommunications operators and student workers
- Created and maintained work schedules, training manuals and materials for telecommunications operators and student workers
- Created and gathered reports for office personnel and auditors
- Created and maintained user manual for Boss Software's mobile and desktop applications
- Assisted in end-user testing of new components and modules in Boss Software
- Assisted in the application, request for proposal, and procurement processes on numerous grants from the CRMS Board and the Kentucky Office of Homeland Security

Marshall County E-911, Benton, KY

Telecommunications Operator; 2008 – 2011

- Have performed all duties and responsibilities of a Central 911 Dispatch Center of Operations and monitored radio traffic for 16 emergency agencies with a combined yearly call total over 60,000 calls for service
- Operated a multi-line and complex telephone console and radio system
- Received and responded to a variety of emergency and non-emergency complaints and calls for services
- Utilized Computer Aided Dispatch system to document individual activities of public safety responders
- Monitored and responded to a variety of technical systems and alarms
- Entered and gathered data with National Crime Information Computer and Law Information Network of Kentucky (NCIC/LINK) database systems
- Gathered and disseminated information to the emergency personnel

Stakeholder Management

- Knowledgeable in the principles and procedures for providing outstanding customer service
- Ability to handle various customer service issues with tact and diplomacy in a confidential manner
- Solicit and obtain relevant information through different types of communication
- Evaluate situations to develop appropriate reaction, establish priorities and resolve complex issues
- Managed stakeholder's expectations with truth and transparency

Schedule and Project Management

- Ability to quickly adapt and learn new roles and functions with little assistance or guidance.
- Ability to establish and implement effective administrative programs and procedures
- Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time management methodology
- Managed timelines for myself and others to complete projects on time

Supervisory and Leadership Skills

- Planned, assigned, supervised, trained and evaluated the work of others.
- Created and dispersed communications within the company.
- Create and maintained work schedules.
- Coordinated with teams to assist and lead them in tool transitions.
- Evangelized DevOps and Agile practices and advised, trained and assisted teams where needed to achieve their goals
- Advocate of standard and best practices in the development lifecycle