

# 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