

# SARAH ELKINS

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## Education

**Murray State University, Murray, KY**

*Bachelor of Science, Computer Information Systems*; Dec 2013 | Grade Point Average 3.35

## Knowledge, Skills and Abilities

### Technology

- **Database Knowledge**  
Microsoft SQL                      Redis  
PostgreSQL
- **Operating System Knowledge**  
Linux (RedHat, Centos, Fedora)    Windows
- **Build & Test Knowledge**  
Jenkins                                  Selenium  
Electric Commander                HPE Quality Center (ALM)  
Nexus
- **DevOps Technologies**  
Docker                                  Hubots  
OpenStack                              Jira Software  
VMWare                                  ChatOps (Slack, FlowDock)
- **Enterprise Hosted Source Code Management Systems**  
GitHub Enterprise                    Team Foundation Server  
Gerrit                                    CollabNet TeamForge  
Subversion Edge
- **Experience with several coding languages and applications, including:**  
Shell/Bash                              CoffeeScript  
Markdown                                HTML  
Subversion                                SQL  
Git    Python  
Powershell                               Perl

### Customer Service

- Knowledgeable of 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 and develop appropriate reaction, establish priorities and resolve complex issues

### Time 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

## **Supervisory Skills**

- Planned, assigned, supervised, trained and evaluated the work of subordinate staff
- Assisted in coordinating communications
- Create and maintained work schedules for subordinate staff

## **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