**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

PostgreSQL

Redis

* **Operating System Knowledge**

Linux (RedHat, Centos, Fedora)

Windows

* **Build & Test Knowledge**

Jenkins

Electric Commander

HPE Quality Center (ALM)

Nexus

Selenium

* **DevOps Technologies**

Docker

OpenStack

VMWare

Hubots

ChatOps (Slack, FlowDock)

* **Enterprise Hosted Source Code Management Systems**

GitHub Enterprise

Gerrit

Team Foundation Server

CollabNet TeamForge

Subversion Edge

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

Shell/Bash

Markdown

Subversion

Git

Powershell

CoffeeScript

HTML

SQL

Python

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 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

*Source Code Management IT Developer/Engineer,* April 2014 – Present

* Developed End-to-End Pipelines for application deployment and upgrades
* Technical Contact for Vendor Relationships
* Preparation of technical documentation and presentations
* Social Coding Evangelist within the company
* 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
* Provided verbal and written training to application administrators and users
* Created and successfully executed Implementation Plans for Source Code Management system installations and upgrades
* Debugged low level issues on Linux and Windows systems
* Maintained system 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
* Implemented and maintained Source Code Management systems with high-availability clustering over multiple geographical locations
* Experience in Agile development cycle

## 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