# Joy Muehlenbein

Costa Mesa, CA  92627

(858) 405-7185

[jmuehlenbein@gmail.com](mailto:jmuehlenbein@gmail.com)

# Profile

* Well-rounded, highly analytical technology professional with over 12 years of SharePoint systems engineering and administration experience, along with an even longer track record of consistently delivering projects on time and with results that exceed expectations.
* Self-directed, trustworthy producer possessing soft skills rarely found in the technical arena.
* Life-long learner with an unwavering drive toward continuous improvement and a penchant for finding creative ways to do more, better, faster.
* Able to quickly grasp complex or abstract information and concisely translate relevant concepts to any given audience.
* Adept at prioritizing tasks and juggling projects within the context of the "big picture” while maintaining extraordinary attention to detail.
* Ardent advocate of the end user with an exceptional understanding of usability issues and a passion for using technology to best advantage.
* Graduated Summa Cum Laude with University Honors and a 4.0/4.0 GPA.

# Objective

* Obtain a challenging full-time, permanent or long-term contract position within a progressive organization that values open communication, creativity, and diversity of input in setting and achieving goals.
* Ideal position will allow me to collaborate with smart people who share my dedication to excellence and to make a real impact!

# Professional Experience

SharePoint Systems Administrator, Sr. Staff; Qualcomm; San Diego, CA; May 2017

* Review SharePoint operations practices, identify areas for improvement, and recommend tools and procedural changes to address them.
* Propose architecture and installation approach for new SharePoint 2016 implementation.
* Work with multi-national team to provide daily operational support for several SharePoint 2013 environments used by 30K+ internal and external users.

SharePoint Systems Consultant, Pacific Life, Newport Beach, CA; August 2013 - April 2017

* Team lead responsible for architecting and maintaining scalable, performant SharePoint infrastructures, managing day-to-day operations, providing tier-three support, and training, mentoring, and motivating junior staff.
* Successfully plan and implement upgrades and migrations involving SharePoint 2007, 2010, 2013, SharePoint Online, and on-premises/Office 365 hybrid.
* Play a key role in setting the direction for maximizing the use of SharePoint and related technologies in pursuit of achieving company goals.
* Meticulously document system builds, deployments, configuration changes, known issues and operational policies and procedures, as well as developing end-user training and support materials.
* Recipient of an array of employee awards recognizing outstanding contributions.
* Evaluate and advise on third-party SharePoint tools and solutions.

SharePoint Administrator/Technical Lead; Toyota Financial Services; Torrance, CA; June 2012 - June 2013 (contract via Sharp Decisions).

* Advise on SharePoint 2013 infrastructure architecture and upgrade planning for ~10K users.
* Build out SharePoint 2013 lab infrastructure in preparation for upgrade from SharePoint 2010.
* Build, configure and manage infrastructure and code promotion for several 2- and 3-tier SharePoint 2010 pre-production environments to support projects destined for Office 365/SharePoint Online.
* Develop and document operations practice guidelines and oversee implementation.
* Provide tier-three SharePoint support and troubleshooting.
* Serve as subject matter expert and governance advocate for a number of large-scale projects.

SharePoint Administrator; SAIC; San Diego, CA; February 2012 - June 2012 (contract via TekSystems).

* Troubleshoot and resolve complex post-upgrade SharePoint/Project Server 2010 system and user issues in a large-scale, 3-tier farm with 20K+ users.
* Consult on using SharePoint “no-code” functionality to solve business problems.

SharePoint Project Lead/Systems Analyst; San Diego Unified School District; San Diego, CA; September 2002 - February 2012.

* SharePoint Analyst and Administrator responsible for complete SDLC of multiple 2- and 3-tier 2003, 2007 and 2010 server farms in a large organization (62K+ user profiles).
* Provide leadership in setting direction of district use of SharePoint and other web technologies.
* Determine user requirements and map to SharePoint features and capabilities (e.g., content types, custom lists, libraries, workflows, forms, surveys, etc.)
* Manage consultants and vendors as required to develop complex solutions.
* Experience upgrading SPS 2003 to MOSS/SharePoint 2007 and MOSS/SharePoint 2007 to SharePoint 2010--both in-place and side-by-side.
* Manage security through SharePoint groups and Active Directory.
* Deploy Solutions, configure services, tune and patch servers, etc.
* Troubleshoot and resolve system and user issues.
* Basic SharePoint branding and interface design, Business Connectivity Services, Enterprise Search and User Profile Service configuration.

Web Developer/Project Manager; Designed Internet Solutions; Chula Vista, CA; August 2001 - May 2002.

* Oversee implementation of web projects to ensure client satisfaction and contractual compliance within budgetary constraints.
* Create database-driven sites, each with its own content management system, by integrating design elements into stock code customized with ASP, CFML, SQL, JavaScript, CSS, and HTML.
* Significantly reduced production time, increased site functionality and ease-of-use by improving component-based stock code.

Web/Marketing Consultant; Novel Products, Inc.; Rockton, IL; 1994- March 2002.

* Primary consultant for marketing projects, including online and print media.
* Oversee information architecture, design, development, maintenance, administration and promotion of company website.

Web Administrator; Accredited Home Lenders; San Diego, CA; 1999-July, 2001.

* Primary consultant for all internet-related projects, issues and inquiries.
* Project leader for wholesale, retail, corporate and Spanish-language web initiatives.
* Responsible for information architecture, design, development, maintenance, administration and promotion of websites.
* Design or edit graphics and advise on graphic requirements for production of print and electronic collateral materials.

Communications Specialist; Textron Fastening Systems; Rockford, IL; 1995-98.

* Responsible for writing content and creating design, layout and illustrations for various media, including web, print, video and multimedia.
* Responsible for all aspects of video planning and production, including meeting with stakeholders, concept development, budgeting, scripting, hiring talent, directing, shooting, voice-over narration, editing/ post-production and overseeing outside service agencies when necessary.
* Designed interactive, multimedia presentations for sales, employee training and corporate promotion.
* Assisted with planning and implementation of corporate website.
* Coordinated company involvement with local elementary school by promoting programs, recruiting volunteers, soliciting donations and scheduling tutoring sessions.
* Initiated and played a key role in the implementation of a company-wide recycling program resulting in significant cost savings.

# Demonstrated Skills

## Technology

* Microsoft Windows Server 2000, NT, 2003, 2008 R2, 2012, 2012 R2; working knowledge of 2016
* SharePoint: Server 2003/WSS 2.0, MOSS 2007/WSS 3.0, 2010/Foundation, SharePoint 2013, SharePoint 2016, SharePoint Online (global administrator)
* Troubleshooting and monitoring: Systems Center Operations Manager (SCOM), ULS Viewer, Fiddler, Wireshark, Developer Dashboard, PAL, Process Monitor, SPDocKit, ControlPoint, SysInternals utilities,
* SharePoint-related: Office 365, PowerShell/PowerShell ISE/PowerShell Desired State Configuration (DSE), Internet Information Services (IIS), Domain Name System and Servers (DNS), Secure Sockets Layer (SSL) certificates, Active Directory (AD), Office Web Apps (OWA), Office Apps Online, Project Server/PWA, Kerberos
* Virtualization: Hyper-V, vSphere/VMware,
* Web editors: SharePoint Designer, Dreamweaver, Visual Studio
* Web basics: HTML, JavaScript, CSS, XML
* Development: working knowledge of SharePoint object model, ASP/.net, C#, VBScript/.net, JavaScript, SharePoint Designer, InfoPath, Visual Studio.
* Database: SQL Server, SQL Server Management Studio (e.g., tuning for SharePoint, query, backup/restore, stored procedures, clustering, relational database modeling concepts, etc.), SQL Server Reporting Services (SSRS), Access
* Business: Microsoft Office, Office 365, Project, Visio, Acrobat Pro
* Graphics/Multimedia: Photoshop, Illustrator, Pagemaker, Acrobat, PowerPoint, Visio, SnagIt, Premiere

## Systems Operations and Analysis

* Identify, analyze, evaluate and recommend technologies, systems and products that streamline operations and improve communication.
* Elicit stakeholder needs and concerns, translate vague ideas into shared long-term goals and provide common direction through effective communication of vision.
* Compile and analyze user needs to determine scope of business and functional requirements.
* Carry out usability testing and gather feedback from end users to determine effectiveness of implemented solutions.
* Educate users about system capabilities and limitations.
* Serve as an advocate for end users, integrating principals of web usability and accessibility into systems.

## Interaction Design and Information Architecture

* Oversee all aspects of project planning and implementation, including requirements gathering, goal setting, audience definition, development of use cases, taxonomy, navigational structure, visual design, and user adoption planning.
* Develop and implement high-level organizational strategies for presenting information in a structured, user-friendly manner that enforces consistency of style and overall site integrity.
* Create proposals and reports, along with supporting visual aids, such as wireframes, mockups and diagrams to communicate organizational vision for web initiatives.
* Adapt content from other media for delivery via the web.
* Synthesize complex information from a variety of sources for presentation in a clear, concise form appropriate to the intended audience.

## Project Management

* Familiar with agile methodologies and experienced with all aspects of IT project management: project analysis, design, time and cost estimation, QC and QA, development, transition to support and training, support and decommissioning.
* Interact with vendors (e.g., ISPs, designers, developers, etc.) to gather information, communicate goals, negotiate pricing, delegate tasks and follow-up to ensure completion.

# Education

Bachelor of Science, 1993, Northern Illinois University

* Graduated Summa Cum Laude with University Honors and 4.0/4.0 GPA.
* Major: Family and Child Studies.
* Minors: Communication Studies, Psychology and Sociology.

Awards & Honors

* Northern Illinois University Alumni Association Scholarship, 1993.
* Student Leadership Award, 1993.
* Golden Key National Honor Society Junior Scholarship, 1992.
* Psi Chi (National Honors in Psychology): Co-president, 1992-93.
* Alpha Kappa Delta (International Sociology Honor Society).
* Phi Kappa Phi (Senior Honor Society).

# Work Status

U.S. Citizen, authorized to work in this country for any employer.