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Summary of Qualifications

* Project manager with training and real-world experience
* Proven leadership skills in mentoring and supporting a diverse team of technology support staff
* Over fifteen years of customer service experience
* Extensive knowledge of desktop management and deployment strategies

Professional Experience

**IT Senior Manager** April 2014 – Present  
*University of Georgia – Athens, GA*

* Leads two diverse teams of employees who consistently exceed client expectations for support
* Transitioned entire team and our supported units to remote work arrangements as part of our response to COVID-19; supported transition of classrooms to support hybrid learning
* Manages implementation and operation of multiple tools and solutions to improve support, including endpoint management, service desk, and documentation management.
* Supervises annual purchasing of computer equipment with expenditures over $75,000
* Serves as technical lead for IT staff through the organization for imaging practices, endpoint management, professional development, and active directory and group policy

**IT Professional Specialist** April 2010 – April 2014  
*University of Georgia – Athens, GA*

* Managed a team that provided support to faculty and staff for nine units and over 1000 devices
* Piloted and facilitated the adoption of a new support structure in 2013
  + Previous model: individualized - one technician supporting multiple units
  + New model: collaborative - multiple technicians working as a team
* Managed imaging practices
* Managed projects which helped to save both time and money at the college
  + Storage space conversion – adapt an available space to store bulk purchase orders
  + Collaborative MDT– develop an imaging solution that fits needs college wide
* Created technical and promotional documents for both technical and non-technical audiences
* Recipient of the Franklin College Staff Excellence Award for initiative and performance
* Promoted from IT Professional Associate in recognition of effectiveness as a peer leader.

**Administrative Associate** July 2007 – April 2010  
*University of Georgia – Athens, GA*

* Assumed additional responsibilities and training to begin transitioning into an IT role
* Provided on-site support for a department within the college
* Utilized PowerPoint and Photoshop to create technology training sessions

**Business Technology Specialist (and other various positions)** July 2002 – July 2007  
*Best Buy – Bogart, GA*

* Obtained Microsoft Certification to position myself for promotion and to further my education
* Managed various projects
  + Peer recognition program to drive business to business program sign ups
  + Storewide completion of online training modules
  + Networking with the Oconee Chamber of Commerce
* Motivated peers and colleagues from a non-supervisory position to generate success, ultimately landing my department in the number one rank in sales and measured program sign-ups nationwide multiple times.
* Participated in the Women’s Leadership Forum (WOLF), which resulted in an 11% overall increase in revenue for Best Buy as well as favorable metrics around female employment and engagement.

Education and Training

**Bachelor of Arts in English** 2000-2004  
*University of Georgia, Athens, GA*

* Focused on Humanities Computing
* Used Inform to program interactive fiction games

**ITIL Foundation** 2015  
*Global Knowledge, Athens GA*

* Key elements and concepts of the ITIL service lifecycle, a framework for IT management
* Obtained certification

**ITIL Service Lifecycle – Service Strategy and Service Design** 2016, 2017  
*Global Knowledge, Virtual*

* Learn how to design, and implement services and strategies that align to the organization
* Obtained Certification and earned credit towards ITIL Expert Certification

**IT Project Management** 2013  
*Global Knowledge, Atlanta GA*

* Fundamentals of Project Management with a focus on implementation within IT
* Utilized knowledge to improve project management workflow within organization

**High Impact Leadership** 2013  
*University of Georgia, Athens, GA*

* Focused on personal and organization accountability and leadership skills
* Participated in a hands-on session to train and implement leadership strategies
* Gained understanding of personal leadership style and working with different personalities

Technical Skills

* **Operating Systems**: Windows 7/10, Mac OS X, iOS, Windows Server 2020
* **Client Software**:MS Office, web browsers, Adobe CS Suite (including Acrobat Reader and Professional), Camtasia, Zoom and other VOIP clients
* **IT Software:** Active Directory, Group Policy, MDT, Ivanti, Teamviewer, Windows RDP, Ghost, ImageX, Windows PE, USMT and WET, PSExec, Recuva, CCleaner
* **Security Software:** Bitlocker, Symantec, Trend Micro, Cisco VPN, Malware Bytes, HijackThis, Kasperksy, Windows Defender

Project Experience

**TeamDynamix transition** 2019  
*University of Georgia, Athens, GA*

* Worked with teams and campus partners to design forms and reports
* Developed training materials and ensured team members were prepared for transition
* Delivered project on time, meeting all planned objectives
* Engaged in continuous improvement to expand the scope of our capabilities and respond to a changing environment

**IT Service Review** 2018  
*University of Georgia, Athens, GA*

* Provided feedback as part of a holistic review of IT services provided at the college
* Drafted and reviewed suggested questions for use as part of the review
* Drafted and reviewed response to service review and necessary action plans

**Active Directory Migration** 2016

*University of Georgia, Athens, GA*

* Established scope for client services support team
* Assessed areas for improvement in Active Directory Design
* Implemented new design and oversaw migration
* Assumed additional responsibilities in clean up by supervising systems tasks

**Deployment of LANDesk/Ivanti Management Suite** 2014  
*University of Georgia, Athens, GA*

* Established the scope and functional teams for the project
* Supervised and managed the progress of functional teams
* Served as a subject matter expert for functional leads

**Documentation Repository with Confluence** 2014  
*University of Georgia, Athens, GA*

* Garnered buy-in for a new solution for documentation management
* Served as subject matter expert and developed grass-roots interest in the tool
* Managed the import of existing documentation into the new solution