

## PROFESSIONAL SUMMARY

I am a performance-focused IT Professional with over 21 years experience in collaboration and creating sustainable and secure digital ecosystems. I find clarity in chaos and see opportunities to make your company stronger, streamlined and ultimately more profitable.

Technical Expertise: Infrastructure Design and Implementation, Cloud Platforms, Directory Service, Security and Authentication, Developer Support, Incident Response, Rapid Website Deployment, User Documentation, System Upgrades and Conversions, PCI-DSS 4.0 and GDPR Compliance, Budgeting and Cost Containment, Email Deliverability, Help Desk Management

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## WORK EXPERIENCE

### **Amare Inc. | Remote (2013 - Present) - Current: IT System Administrator**

#### Results-Driven

- From IT project management to performance metrics, I've led a diverse set of teams to the finish line for security enhancements, technology upgrades and incident responses.
- Work closely with both Marketing and Acquisition Teams to create collaborative tools that are intuitive to use to the user, displaying the data they need to make strategic choices for the company.
- Create documentation that is easy to follow and gives the User the power to do a given task themselves. Break-down complex concepts into easy-to-understand steps.

#### Simultaneous Responsibilities and Scalability

- Single-handedly responsible for the 24/7/365 monitoring of both public-facing production and private-facing internal stage instances.
- Responsible for a large infrastructure on a small budget. Optimize Cloud spending while maximizing Security. Make the customer experience flawless from start to finish.
- Been with the Company from the beginning, seeing growth, spin-offs and pivoting into other areas. Each stage requires a certain finesse and tact that comes with ongoing demand in an ever-changing landscape.

#### Cross-Team Collaboration and Support

- Worked closely with the Executive Staff, managing over 200 unique Domain Names/ DNS Hosted Zones in order to rapidly deploy new business ideas at scale.

- Work closely with Developers to support their technical needs. Maintain all infrastructure needs of the company for email, secure document collaboration, screen sharing and calendar event coordination.
- Amare's Intellectual Property Assets are the digital video, audio and PDF products sold from our websites. Encoded every product that Amare offered for the purposes of optimal display inside of our Content Delivery Network. This represents over 79 products and 900+ hours of Encoding. Also curated these products using Cloud storage.
- Used my video editing skills as well as AI-prompting to create direct-to-consumer videos. This could be editing entire multi-hour programs or using AI to create tiny slices of videos, often of a singular idea, for use in Social Media postings.

## Hot Topic Media | Remote (2003 - 2013) - HelpDesk Manager/IT Lead

### Innovation

- A champion for early adoption of Cloud Services (starting in 2008). This was both a major project and a new paradigm that immediately cut costs by 88% (from a \$10,000+ monthly expense to slightly over \$1,200).
- As the internet developed, so did the demand for new systems and technologies: This increased my knowledge of Security, Authentication and Compliance.

### Complexity

- Provided the link that spoke between departments, often taking on responsibilities outside of the scope of the HelpDesk.
- Implemented multiple Operating systems that often integrated with each other: Windows, MacOS, FreeBSD, Ubuntu Linux and AWS Linux.
- Supported an internal reporting system that both the Acquisition and Marketing Teams would use in order to determine ad-spend and the success of Marketing Campaigns.

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## EARLY CAREER

From 1989 to 2000 worked as an Office Manager and Bookkeeper for Auto Service Stations. Started my career in Tech in 2000 by working for a startup in San Francisco named Keen.com as a Site Operations Technician. Moved back to Oregon and worked as a Virus Removal Technician for Symantec in Eugene.

## CERTIFICATIONS

Microsoft Technical Associate (MTA/MCP)

Google Workspaces Administrator

Google Analytics Digital Analytics Fundamentals

Google Analytics Platform Principles