

[Redacted]  
[Redacted]@gmail.com | 832-[Redacted]

Dedicated, self-motivated professional offering 15 years' experience in Opentext Content Server system administration, security and information management in the Oil and Gas industry. Proven record of achievement in meeting and exceeding both customer and employer expectations. Provides excellent communication, organization and multitasking skills. Works well both independently and as a contributing member of the team. Accomplished Toastmasters Competent Communicator and Competent Leader Certifications. Pursuing AIIM Certified Information Professional Certification, targeting completion December 2017.

Commented [HP1]: S/b caps only if a title.

### Professional Experience

#### Content Server Administrator [Redacted] - Houston, Texas

April [Redacted] - January [Redacted]

Managed Opentext Content Server 10.5 application, standard and optional modules. Performed server maintenance in a Windows Operating Systems using Microsoft Server 2008, 2012 and 2016. Monitored system integrity and refreshed monthly to ensure optimal performance. Troubleshot, supported and assisted regional deployment leads and end-users with application problems. Deployed solutions to test and production, ensuring a well-developed and documented process. Identified any issues with solutions deployment and communicated with developers during test deployment. Ensured proper testing conducted and approved to guarantee a smooth production deployment. Managed change control for system maintenance and solution deployments, entered data in altered management system, represented and conduct changes.

Commented [HP2]: "Deployed/deployment" six times in this paragraph. Could another word be used in a couple of places?

- Aligned all system configuration and patches throughout four landscapes and
- Installed, configured, and managed optional modules include Brava, Blazon, MFT, X-ECM, OTDS, Fastman and Contract Management
- Functioned in a successful Agile Project Team, successfully completing 40 solution deployments in 2016
- Performed maintenance on CIS model to ensure business and solution security

Commented [HP3]: Have "changed" twice in this sentence. Altered Ok?

Commented [HP4]: Keep sentence in same (past) tense.

#### Content Server (Livelink) Administrator [Redacted] - Houston, Texas

June [Redacted] - April [Redacted]

Managed two instances of Opentext applications (Livelink 97 and Content Server 2010) and Windows Operating Systems using Microsoft Server 2008, 2012 r2. Refreshed monthly, conducted patch updates and monitored performance. Directed module installation, upgrades, and provided support in disaster recovery exercise. Managed change control requests and ensured proper testing in lower environments. Worked with business unit leads to gather requirements for new solutions and conducted module deployments.

Commented [HP5]: I've seen this way and with second L capitalized.

Commented [HP6]: Conducted twice in this paragraph.

- Installed, configured, and managed Content Server 2010 in development, test and production
- Plays a key role in Foundation project; determined and implemented proper setup for Global Support
- Engaged Opentext on issues that needed additional support, gathered logs for troubleshooting
- Supported business units and end-users with high integrity
- Prepared presentations and discussion points for Governance Committee

Commented [HP7]: Other first words are past tense verbs, want to keep consistent

#### Livelink Administrator [Redacted] - Houston, Texas

April [Redacted] - March [Redacted]

Responsible for managing Livelink knowledge infrastructure by providing application support to 3000+ users, provided helpdesk support, developed and presented user training, set up department workspaces, and provided solutions to business needs using Livelink capabilities, workflow, news and web forms. In charge of maintaining system integrity, troubleshot, and resolved issues.

Commented [HP8]: Or, contributed. Provide 3x in this section.

Commented [HP9]: Break long sentence.

- Performed upgrades for Livelink 8.5 to 9.0 to 9.1 in production and development
- Designed, developed and presented Livelink training material
- Provided technical support to end users on Livelink, Computron and Planview systems
- Collaborated in the creation of our Knowledge Management System called "Sprint Compass"

AIIM ECM Specialist – 2013  
SQL PL/SQL – 2012  
Six Sigma Foundations - 2012

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### Professional Experience

#### **Content Server Administrator** [Redacted] - Houston, Texas **April [Redacted] - January [Redacted]**

Managed Opentext Content Server 10.5 application, standard and optional modules. Performed server maintenance in a Windows Operating Systems using Microsoft Server 2008, 2012 and 2016. Monitored system integrity and refreshed monthly to ensure optimal performance. Troubleshot, supported and assisted regional deployment leads and end-users with application problems. Deployed solutions to test and production, ensuring a well-developed and documented process. Identified any issues with solutions deployment and communicated with developers during test deployment. Ensured proper testing conducted and approved to guarantee a smooth production deployment. Managed change control for system maintenance and solution deployments, entered data in altered management system, represented and conducted changes.

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- Installed, configured, and managed optional modules include Brava, Blazon, MFT, X-ECM, OTDS, Fastman and Contract Management
- Functioned in a successful Agile Project Team, successfully completing 40 solution deployments in 2016
- Performed maintenance on CIS model to ensure business and solution security

#### **Content Server (Livelihood) Administrator** [Redacted] - Houston, Texas **June [Redacted] - April [Redacted]**

Managed two instances of Opentext applications (Livelihood 97 and Content Server 2010) and Windows Operating Systems using Microsoft Server 2008, 2012 r2. Refreshed monthly, conducted patch updates and monitored performance. Directed module installation, upgrades, and provided support in disaster recovery exercise. Managed change control requests and ensured proper testing in lower environments. Worked with business unit leads to gather requirements for new solutions and module deployments.

- Installed, configured, and managed Content Server 2010 in development, test and production
- Played a key role in Foundation project; determined and implemented proper setup for Global Support
- Engaged Opentext on issues that needed additional support, gathered logs for troubleshooting
- Supported business units and end-users with high integrity
- Prepared presentations and discussion points for Governance Committee

#### **Livelihood Administrator** [Redacted] - Houston, Texas **April [Redacted] - March [Redacted]**

Responsible for managing Livelihood knowledge infrastructure by providing application support to 3000+ users. Supplied helpdesk support, developed and presented user training, set up department workspaces, and provided solutions to business needs using Livelihood capabilities, workflow, news and web forms. In charge of maintaining system integrity, troubleshooting, and resolving issues.

- Performed upgrades for Livelihood 8.5 to 9.0 to 9.1 in production and development
- Designed, developed and presented Livelihood training material
- Provided technical support to end users on Livelihood, Computron and Planview systems
- Collaborated in the creation of our Knowledge Management System called "Sprint Compass"

AIIM ECM Specialist – 2013  
SQL PL/SQL – 2012  
Six Sigma Foundations - 2012