



DaVita Kidney Care
Full-time · 4 yrs 1 mo
Denver, Colorado/Remote

Sr. System Administrator, Identity & Access Management
Feb 2022 to Present · 2 yrs 11 mos

Systems Analyst, Identity & Access Management
Dec 2020 to Feb 2022 · 1 yr 3 mos

- Implement and execute Enterprise-level Identity and Access Management Attestation processes to acquired international markets
- Developed onboarding processes and documentation standards process for international markets integration into Enterprise IT Audit processes
- Automated monthly transfer review account list creation process using Oracle BI Publisher
- Coordinate with IT Audit to ensure SOX and HIPPA compliance with international financial record and medical record systems



Owner/Operator/Salesperson
Homesteader Poultry · Self-employed
Oct 2017 to Present · 7 yrs 3 mos
Box Butte County, Nebraska & Morgan County, Colorado

- Manage a small-scale poultry (chicken, duck, and goose) egg production
- Created and expand market share through in-person networking and online marketing
- Generating greater efficiency through modernizing equipment and processes
- Expanded flock each year to meet increase in demand
- Oversee all maintenance and perform duties that include building construction, plumbing, and electrical
- Distribute product through pick-up and local delivery options



IT Integration Program Manager
Optum · Full-time|
Jun 2018 to Mar 2020 · 1 yr 10 mos
Denver, Colorado, United States

- Coordinated the integration of acquired medical groups IT infrastructure in several states into a national organization with budgets ranging from \$40,000 to \$5M
- Performed IT onboarding of new employees including IT Security Policies
- Managed vendor employees requiring access to internal resources to complete projects
- Built ITIL Service Transition strategy for networking, end user services, telecom, and CIS applications
- Completed server migrations for all application instances scoped for divestiture
- Created ITIL Service Operation processes in ServiceNow for server build and migration processes



IT Infrastructure Project Manager
DaVita Kidney Care · Contract
Apr 2017 to Jun 2018 · 1 yr 3 mos
Denver, Colorado, United States

- Managed IAAS builds and designs in ServiceNow using ITIL Service Lifecycle.
- Managed IT and Telcom integration of mergers and acquisitions networks
- Escalation manager for server builds not meeting OLA
- Quality Assurance of ServiceNow updates for enterprise environment
- Managed cross functional IT resources during SCRUM Sprints



Senior Application Support Specialist
Epicor Software Corp · Full-time
Dec 2012 to Oct 2016 · 3 yrs 11 mos
Westminster, Colorado

- Project Manager for hardware upgrade that resulted in a quantitative decrease in service ticket creation.
- BETA user for ServiceNow integration into company as a CRM tool to reduce inefficiencies between departments
- Worked as a scheduling and installation coordinator with over 100 customers for two of Epicor's Enterprise Management Software (ERP) and Integrated Business Management Systems for Wholesale Distributors and Manufactures.
- Was involved in Hardware Vendor Management with third-party integration software providers
- Created customer facing documentation as the Subject Matter Expert for Web Integration, Web Commerce, Outbound Email, eMobile and Network Monitoring to decrease service ticket creation
- Performed Quality Assurance load testing with BETA customers and reported findings to Development



IT Enterprise Monitoring
DIRECTV · Contract
May 2011 to Oct 2012 · 1 yr 6 mos
Denver Tech Center

- Managed internal requests to add security monitoring policies onto servers and server groups in HP Openview and HP Network Node Manager 11
- Migrated Application Management Organization from SharePoint 2007 to 2010
- SharePoint 2010 Designer, Site Owner, and Collection Owner
- Maintained, updated, and transferred requirements for projects and applications in a .php wiki, JAMWiki, then into SharePoint 2007/2010 sites
- Creation of Enterprise Monitoring Reporting using MS Outlook, Access, Excel and PowerPoint to present data for senior management



Lead Product Support Analyst
The Library Corporation
May 2009 to Apr 2011 · 2 yrs
Denver, Colorado

- Supported the Integrated Solution for twenty major public libraries in the US, New Zealand, and Singapore
- Created Tandem work files for Baker and Taylor
- Determined, duplicated, and documented software bugs for development in Linux and Windows environments
- Created knowledgebase articles and How to documents for both internal and external audiences



Software Engineer III/Technical Writer
BuilderMT
Jun 2006 to Jul 2008 · 2 yrs 2 mos
Lakewood, Colorado

- Wrote software help menu, internal knowledgebase, click-to-learns, and workflow manuals
- Support a client base of 850 home builders in the US, Canada, and Australia
- Educated clients on proper workflow of the software
- Determined and duplicated software bugs for development



Contract Manager at IBM
Career Connections Inc
Apr 2004 to Jun 2006 · 2 yrs 3 mos
Boulder, Colorado

- Help Desk I and II agent for JPMorganChase Account
- Trained BankOne Help Desk in Hempstead, NY during in-sourcing transition
- Promoted from help desk to contract company management
- Supervised 60+ employees in IBM's End User Services in Boulder and 25+ remote employees in New Jersey
- Prepared training materials for employee's in group sessions
- Reviewed Call Statistics and Quality Monitoring with employees on a quarterly basis in multiple CRM tools (Remedy, E-Esm, Oracle)
- Phone and in person interviews to find quality applicants for open positions on multiple help desks