

Work Experience

Computer Operator II (Oregon Lottery - IGT)

April 2023 - Present

- Streamlined the employee training and operations procedure in the first six months of employment
- Implemented a new strategy reducing downtime of server maintenance by 40 minutes
- Efficiently reduced window of communication with business partners from several calls to a single email exchange
- Interpreted policies to reflect an updated 2024 business structure
- Introduced comprehensive incident reports to streamline inter-departmental recovery procedures
- Collaborated with systems administration to simplify server troubleshooting procedures
- Automated routine tasks providing more time to review active service tickets

Equipment Tech (Intel)

November 2021 - November 2022

- Trained and supervised office staff on standard operating procedures and work instructions, resulting in new hires joining our team immediately after onboarding
- Performed preventive maintenance on office equipment, including software updates, diagnostic tests, and component replacement; often up to three tickets a day rather than one
- Generated detailed reports defining results of work orders and recommended preventative measures for the future, providing insights to support organizational learning and improvement
- Developed and implemented standard operating procedures and work instructions to ensure quality and consistency in office operations

NASOC Team Lead (HP)

July 2021 - November 2021

- Provided leadership and training to a team of administrative specialists to meet performance goals and objectives
- Managed day-to-day office operations, ensuring efficient handling of administrative tasks and requests
- Conducted regular audits and assessments of procedures and processes to identify gaps and develop remediation plans
- Delivered training to staff for compliance with policies and procedures

Global Security Operator (HP)

September 2014 – July 2021

- Conducted initial investigation and triage of server and client security incidents, determining the severity of the incident and escalating to appropriate stakeholders as necessary
- Coordinated and collaborated with cross-functional teams, such as IT, HR, Legal, and Facilities, to manage security incidents and requests, reducing response time by over two hours
- Maintained accurate and detailed records of security incidents, investigations, and responses, using incident management and reporting systems which helped train over 20 new hires in a single year
- Created and delivered comprehensive E-learning material for use across multiple platforms, reducing training times from a four week program to one week of comprehensive training

Education

Associate

- AAOT from Chemeketa Community College
- Computer Science from Chemeketa Community College

Skills

- Detail-oriented multitasking and prioritization
- Training development and E-learning expertise
- Cross-functional collaboration skills
- Reporting and communication software support
- Office software proficiency (MS Office Suite)
- Compiling, condensing, and creating systems of data storage and retrieval
- Network Configuration
- User Account Management
- Python
- Powershell bash scripting