

Nicole LeeAnne Shaffer

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Skills & Qualifications

Advanced: Operating Systems Management/Administration (Windows/Windows Server/OS X/iOS/watchOS/tvOS/Linux), Virtual Machines, Computer Networks, Computer Security, Cloud Computing, Terminal Services, Audio/Video, VoIP, FTP, Productivity Software (Google Apps/MS Office Suite/iWork/Adobe Suite and Creative Cloud), HTML, CSS; Intermediate: Email Server Management/Administration, Database Management/Administration, SQL, MySQL, PHP, JavaScript, Java, C++, C#, Python

Relevant Experience

SYSTEMS ENGINEER, BIG SUR TECHNOLOGIES; TAMPA, FL – 2016-PRESENT

- ▶ Provide remote and onsite technical support for server and desktop hardware and software, networking equipment, printers, backup solutions, VoIP systems, and Exchange/IMAP/POP email
- ▶ Design, manage, and implement IT projects for new technology installations/upgrades/migrations

IT MANAGER, CAPITOL MEDICAL SUPPLY; DUNEDIN, FL – 2010-2013

- ▶ Install, maintain, and administer computer networks and related computing environments including server and desktop computer hardware, systems software, database software, applications software, including medical applications software, and all configurations
- ▶ Perform data backups and disaster recovery operations
- ▶ Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary
- ▶ Provide staff, management, and executives with technical support solving computer related issues, such as malfunctions and program problems
- ▶ Develop and interpret organizational goals, policies, and procedures while consulting and meeting with staff, management, executives, vendors, and technicians to assess computing needs and system requirements
- ▶ Recruit, hire, train and supervise staff, as well as participate in staffing decisions

OPERATIONS SPECIALIST, FIDELITY INFORMATION SERVICES; ST. PETERSBURG, FL – 2007-2009

- ▶ Provide operational back-end support for cardholder bonus points rewards computer system, processing technical setup and support requests from external clients and other internal departments
- ▶ Administer technical support for a company-developed client website, aware of all known issues with the website and able to exercise all troubleshooting measures
- ▶ Participate in special projects for the company, including setting up Outlook email templates, installing internet browsers and configuring settings to optimize performance and improve screen toggling capabilities

Education & Professional Affiliations

University of Notre Dame, Notre Dame, IN – One year of graduate research and coursework in Computer Science & Engineering and Psychology, 2014-2015

Eckerd College, St. Petersburg, FL – B.A. in Management Information Systems, 2013