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Seattle, WA 98121

## Shannon Steffenson

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Experienced manager responsible for the administration of all aspects of an organization's technology infrastructure, providing vision and coordinating with business stakeholders. Currently working in a leadership position with an education in business and over 20 years experience in systems administration, hardware and software implementations. Skilled in managing a growing technical staff and overseeing capital and operational budgeting in addition to LAN and server technologies and a high level of responsibility managing systems in a mission critical environment.

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### QUALIFICATION HIGHLIGHTS

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- Microsoft Office Suites 2003 - 2010
  - Adobe Acrobat Professional
  - Websense web/email filtering
  - Windows Server 2000/2003/2008
  - ISA Firewall 2004 / Juniper Netscreen
  - Kronos Timekeeper 5.1 & timeclocks
  - IBM Tivoli Storage Manager
  - Active Directory
  - Blackberry Enterprise Server
  - Exchange 2003/2007
  - Citrix XenServer environments
  - VMWare ESX environments
  - Cisco routers / switches
  - GWI cSupport Helpdesk
  - Symantec Antivirus
  - MS Project / Visio / Frontpage
  - IIS & SSL certificates
  - HTML / WordPress
  - SharePoint
  - SQL 2000/2005
  - SANs / Bladecenters
  - IBM hardware
  - Symantec Enterprise Vault
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### PROFESSIONAL EXPERIENCE

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#### **Network Systems Manager**

*Seattle Housing Authority, Seattle, Washington*

**06/2005 to present**

Responsible for managing the overall design, implementation, integrity and security of the agency's servers, and network systems. Direct the coordination, control and maintenance of all servers, switches, routers, desktops, thin clients and laptops to ensure compatibility and integration with agency strategies. Support executive management in a variety of projects including development of metrics and benchmarking. Supervise, direct and train 8 staff members and manage the coordination of communication and support between the user community and the technical and operational functions of IT.

- Manage several key IT projects including software upgrades and implementations, several remote office relocations and computer room upgrades and enhancements.
- Oversee overall IT infrastructure consisting of 650 users, 100 servers, 200 printers and other related network devices.
- Oversee IT budget of \$2 million including capital and operating expenditure budget decisions, contract negotiations and service agreement overviews.
- Member of the IT Steering Committee which plans and manages overall IT strategy and direction.
- Coordinated Windows 2003 migration and continued standardization of network operating systems and related software.
- Implemented VMWare virtual server solution on IBM BladeCenter hardware to increase energy and cooling efficiencies.

#### **Network Engineer**

**11/2000 to 06/2005**

- Responsible for maintaining the integrity and security of all Windows servers and systems supporting the various operating units. Conducted system analysis and development to keep systems current with changing technologies. Served as a key technical resource, providing advice, training and technical support for various projects and worked closely with technical staff in IT to evaluate current systems and make decisions on future development.
- Designed and implemented Windows 2000 Active Directory infrastructure, standardizing entire network operating and client systems and reducing support overhead by \$90,000 a year.

- Deployed IBM Storage Area Network (SAN) technologies within minimal time and training constraints. Implemented Citrix Metaframe farm for 250+ users, saving \$175,000 in eventual pc hardware upgrade costs.
- Contributed to project strategies for implementation of electronic payroll, property management and document imaging software. Implemented Tivoli backup and disaster recovery strategy, replacing outdated backup and recovery systems.

**Network Systems Technician**

**04/1998 to 11/2000**

Performed technical WAN/LAN network server and application support throughout the organization. Supported PC systems and portables at several locations and maintained, supported and upgraded multiple groupware, email and calendar/scheduling systems.

- Installed, upgraded and maintained 12 Novell NetWare 4.11 servers and 8 NT 4.0 servers.
- Created and maintained documentation on new hardware and software installations and modifications.
- Scheduled and performed backup operations and virus scanning.
- Provided support and technical expertise to technology staff and consultants as needed.

**Network Support Specialist**

**03/1994 to 04/1998**

*Publicis (formerly EvansGroup), Seattle, Washington*

Responsible for the support and maintenance of the local area network and related applications. Supported all PC and Mac systems and application software, including operating system and Office applications.

- Supported and maintained all aspects of 190+ user Novell Netware 4.11 network, including installation and user training.
- Maintained Windows 95, Windows 3.1 and Macintosh in a Netware environment, including the addition of users and setting up printers.
- Installed and configured hardware and provided systems integration of workstation and network software.
- Assisted in budget planning and upgrading of network software.

**Network Administrator**

**06/1989 to 03/1994**

*Pacific Linen, Bothell, Washington*

Provided technical support and direction to the organization. Supervised local area network design, installation and administration and day to day activities of data entry personnel.

- Responsible for all details of 100+ user Novell Netware 3.11 network, including planning, installation and user training.
- Created documentation for all network management procedures.
- Assisted in the implementation and support of RS6000 based retail merchandising system.

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EDUCATION

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**Seattle University - Seattle, WA**

Master of Business Administration (MBA)

Member of Beta Gamma Sigma, scholastic honor society

**University of Washington – Seattle, WA**

Bachelor of Arts in Business Administration

Cum Laude

**ITIL Foundation certification**

*References available upon request*