

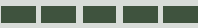


# Sarah Puls

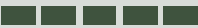
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## Skills

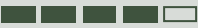
### Written/verbal communication



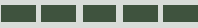
### Purchasing/procurement



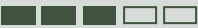
### Inventory maintenance



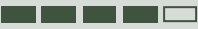
### Windows/macOS/iOS maintenance and support



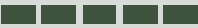
### Hiring/interviewing



### Incident management



### Research



### Interests

Art (Digital and Physical Media)

Cars

Music

Personal Computing

I am an IT Professional with over 10 years of experience. I have many personal and professional interests, from tech gadgets and home computing to music and art. My commitment to excellence drives me, and I strive to hold myself to the highest standards of quality, professionalism, and ethical conduct in all that I do. I pride myself on my ability to follow tasks through to completion with diligence and integrity, delivering results even in evolving circumstances.

## Experience

**Indiana University - Endpoint Lifecycle Team** Jul 2020 to Present  
Team Lead Indianapolis, IN

Proven track record in coordinating department-wide lifecycle orders, inventory management, and collaborating on ServiceNow implementation. Experienced in selecting hardware standards, overseeing staff, and participating in hiring processes. Skilled at advising technicians on advanced troubleshooting for Windows, macOS, and iOS builds. Additional strengths include project management and proactive inventory management.

**Indiana University - UITS TechSelect** Jan 2018 - Jul 2020  
Client Support Technology Coordinator Indianapolis, IN

Demonstrated expertise in client consultation, selecting appropriate hardware and software to meet needs. Maintained current hardware standards list for client purchasing. Performed technical support to clients and Tier2 support to Client Support Team technicians.

**Indiana University - Dept. of Medicine** Jan 2012 - Jan 2018  
Client Support Technician Indianapolis, IN

Provided excellent support to clinical and medical research staff and faculty, in office and remotely via email, phone, and remote desktop tools. Resolved root causes of hardware and/or software issues. Used Active Directory and SCCM console to image computers, update/deploy software, etc. Purchased and deployed hardware and software as needed.

**Indiana University - HELPnet Technology Services** Sept 2010 - Jan 2012  
Tier 1 Client Support Technician Indianapolis, IN

Provided excellent customer service to academic staff and faculty, in office, via phone and remote desktop, and email. Troubleshot various issues including viruses/malware, hardware/software problems, etc. Installed/updated Windows and Mac operating systems. Educated clients with best practices for optimal computing experience.

## Projects

**Project Salmon at Indiana University** Jun 2024 - Present

Project Salmon was a multi-team collaboration at Indiana University in which the Endpoint Lifecycle Team purchased large quantities of computers to replace aging devices throughout the University. My part included building devices, keeping an eye on the computer build pace, staggering deployments, and regular status reporting to my manager.

## Additional Experience Includes:

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Additional Experience Includes:

- Nearly 5 years total in the food industry, learning to work quickly, efficiently, and accurately under pressure
- Mobile OS enthusiast, e.g. rooting Android devices, installing custom software/betas, backup/restore devices

## Education

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**ITT Technical Institute - Indianapolis**

**Dec 2012 - Sep 2014**

Network Systems Administration

Associates of Applied Science

Courses included:

Information Security, Computer Structure and Logic, Intro to Networking, Client-Server Networking, Linux Networking, IP Networking, Email and Web Services, Database Concepts, Intro to Programming

**ITT Technical Institute - Indianapolis**

**Jun 2014 - Sep 2016**

Information Systems and Cybersecurity

Bachelor of Science

- Program focused on risk management, disaster recovery, cybercrime, infrastructure security, and more.
- Unfortunately, due to ITT Tech closing their doors on Sept 6, 2016, I was unable to complete the program.