

## PROFILE

I am an IT Professional with over 10 years of experience. I have a wide range of 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.

## SKILLS

- Written/verbal communication
- Purchasing/procurement
- Inventory maintenance
- Windows/macOS/iOS maintenance and support
- Hardware/software installation, troubleshooting
- Computer building
- General troubleshooting
- SCCM, JAMF, Active Directory
- ServiceNow
- Hiring/interviewing
- Incident management
- Employee training
- Research

# Sarah Puls

IT PROFESSIONAL

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## WORK EXPERIENCE

### Team Lead – Endpoint Lifecycle

*Indiana University | July 2020 - Present*

- Coordinate purchase/deployment of whole-department lifecycle orders
- Manage inventory of equipment for current and new clients
- Collaborate with other University teams on the implementation of ServiceNow
- Assist in choosing new hardware standards for the University
- Manage full- and part-time employees, serve on hiring/interview committees
- Advise and support Client Support Team Technicians with advanced troubleshooting and solution implementation
- Troubleshoot Windows, macOS, and iOS builds
- Create and edit team documentation
- Collaborate with management, colleagues, and subordinates in creating improved team workflows

### Client Support Technology Coordinator - UITS TechSelect

*Indiana University | Jan 2018 - July 2020*

- Supported and assisted Client Support Team Technicians
- Identified, researched, and resolved technical problems internally and for clients
- Consulted with clients on purchasing hardware and software
- Maintained current hardware standards list
- Worked with hardware and software vendors
- Performed technical support as needed

## EDUCATION

### ITT Technical Institute, School of Information Technology

Indianapolis, IN

- Graduated Sept 2014 with Associates of Applied Science: Networking Systems Administration.
- 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, School of Information Technology

Indianapolis, IN

Studied Bachelor of Science: Information Systems and Cybersecurity.

- Program focusing 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.

## WORK EXPERIENCE (CONT)

### Client Support Technician - Dept. of Medicine

Indiana University | Jan 2012 - Jan 2018

- Supported 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.
- Purchase hardware and software as needed

### Tier 1 Client Support Technician – HELPnet Technology Services

Indiana University | Sept 2010 - Jan 2012

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

## ADDITIONAL/PERSONAL EXPERIENCE

- Nearly 5 years in the food industry, learning to work quickly, efficiently, and accurately under pressure
- Building personal computers (assembling hardware, installing OS, account creation, data restoration, etc)
- Mobile OS enthusiast, e.g. rooting Android devices, installing custom software/betas, backup/restore devices

## REFERENCES

Available on request.

*For more information, including detailed work history, personal interests and more, please visit my website: [www.sarahpuls.com](http://www.sarahpuls.com)*