

## **Sarah Puls - IT Professional**

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### **SUMMARY**

Trusted IT professional with 15+ years solving technology challenges for teams and clients. Experienced in leading staff, managing hardware/software lifecycles, and providing hands-on support across Windows, macOS, and iOS environments. Passionate about streamlining workflows, coaching colleagues, and delivering reliable solutions that make work easier for everyone.

### **SKILLS**

- Hardware & software lifecycle management; system imaging, deployment, and configuration (Windows, macOS, iOS)
- Active Directory, SCCM, and ServiceNow administration
- Tier 1–2 technical support, client consultation, end-user training
- Remote and onsite support across teams and departments
- Team supervision, coaching, hiring/onboarding, and mentorship
- Process improvement, workflow optimization, and cross-functional project support
- Inventory and procurement management, maintaining standards and efficiency

### **JOB HISTORY**

#### **Team Lead - Endpoint Lifecycle Team (Indiana University)**

Indianapolis, IN

July 2020 - Present

- Directed department-wide hardware lifecycle orders and proactive inventory management, ensuring smooth procurement cycles and minimal downtime.
- Defined hardware standards balancing performance, cost, and sustainability, later adopted department-wide.
- Supervised staff through hiring, onboarding, and coaching, strengthening team cohesion and technical capability.
- Acted as escalation point for complex troubleshooting across Windows, macOS, and iOS, reducing repeat tickets and improving resolution speed.
- Recognized by leadership for reliable daily ticket management and clear communication with both technical and non-technical stakeholders.

#### **Client Support Technology Coordinator - UITS TechSelect (Indiana University)**

Indianapolis, IN

January 2018 - July 2020

- Consulted with clients to recommend hardware and software solutions, aligning technology with business needs and budget.

- Maintained organization-wide hardware standards list, streamlining purchasing decisions and ensuring consistency.
- Delivered Tier 1–2 support for clients and technicians, resolving complex issues and reducing service disruptions.
- Partnered with team members to evaluate technology options, creating a more efficient purchasing workflow.

#### **Client Support Technician - Dept. of Medicine (Indiana University)**

Indianapolis, IN

January 2012 - January 2018

- Supported clinical and medical research staff both onsite and remotely via phone, email, and remote desktop tools, ensuring reliable access to technology resources.
- Diagnosed and resolved root causes of hardware and software issues, minimizing downtime for end users.
- Utilized Active Directory and SCCM to image computers, manage accounts, and deploy software updates across the department.
- Purchased, configured, and deployed hardware and software to align with departmental standards and research needs.

#### **Client Support Technician - HELPnet Technology Services (Indiana University)**

Indianapolis, IN

September 2010 - January 2012

- Provided onsite and remote IT support to academic staff and faculty, troubleshooting hardware, software, and malware issues.
- Installed, updated, and configured Windows and Mac systems to maintain departmental standards.
- Educated clients on technology best practices, improving system efficiency and security.

### **PROJECT EXPERIENCE**

#### **Project Salmon – Lifecycle Replacement Initiative**

Indiana University | Jun 2024 – Jan 2025

Coordinated large-scale deployment of new devices to replace aging infrastructure. Scheduled and monitored team tasks, ensuring consistent deployment flow. Produced regular progress reports and adjusted plans to meet logistical requirements under pressure.

### **EDUCATION**

Associate's Degree – Network Systems Administration

ITT Technical Institute – Indianapolis, IN | Graduated Sept 2014

Bachelor's Degree – Information Systems and Cybersecurity (Incomplete)

ITT Technical Institute – Indianapolis, IN | Program closed before completion (2016)