

██████████@gmail.com | 832.██████████

Dedicated, self-motivated professional offering 15 years' experience in Opentext Content Server system administration, security and information management in the oil and gas industry. Proven record of achievement in meeting and exceeding both customer and employer expectations. Provides excellent communication, organization and multitasking skills. Works well both independently and as a contributing member of the team. Accomplished Toastmasters Competent Communicator and Competent Leader Certifications. Pursuing AIIM Certified Information Professional Certification, targeting completion December 2017.

Professional Experience

Content Server Administrator

April █████ - January █████

██████████ - Houston, Texas

Managed Opentext Content Server 10.5 application, standard and optional modules. Performed server maintenance in a Windows Operating Systems using Microsoft Server 2008, 2012 and 2016. Monitored system integrity and refreshed monthly to ensure optimal performance. Troubleshot, supported and assisted regional deployment leads and end-users with application problems. Deployed solutions to test and production, ensuring a well-developed and documented process. Identified any issues with solutions deployment and communicated with developers during test deployment. Ensured proper testing conducted and approved to guarantee a smooth production deployment. Managed change control for system maintenance and solution deployments, entered data in altered management system, represented and conducted changes.

- Aligned all system configuration and patches throughout four landscapes and
- Installed, configured, and managed optional modules include Brava, Blazon, MFT, X-ECM, OTDS, Fastman and Contract Management
- Functioned in a successful Agile Project Team, successfully completing 40 solution deployments in 2016
- Performed maintenance on CIS model to ensure business and solution security

Commented [HP1]: S/b caps only if a title.

Commented [HP2]: "Deployed/deployment" six times in this paragraph. Could another word be used in a couple of places?

Commented [HP3]: Have "changed" twice in this sentence.

Commented [HP4]: Keep sentence in same (past) tense.

Content Server (Livelink) Administrator

June █████ - April █████

██████████ - Houston, Texas

Managed two instances of Opentext applications (Livelink 97 and Content Server 2010) and Windows Operating Systems using Microsoft Server 2008, 2012 r2. Refreshed monthly, conducted patch updates and monitored performance. Directed module installation, upgrades, and provided support in disaster recovery exercise. Managed change control requests and ensured proper testing in lower environments. Worked with business unit leads to gather requirements for new solutions and module deployments.

- Installed, configured, and managed Content Server 2010 in development, test and production
- Played a key role in Foundation project; determined and implemented proper setup for Global Support
- Engaged Opentext on issues that needed additional support, gathered logs for troubleshooting
- Supported business units and end-users with high integrity
- Prepared presentations and discussion points for Governance Committee

Commented [HP5]: I've seen this way and with second L capitalized.

Commented [HP6]: Conducted twice.

Commented [HP7]: Other first words are verbs, want to keep consistent

Livelink Administrator

April █████ - March █████

██████████ - Houston, Texas

Responsible for managing Livelink knowledge infrastructure by providing application support to 3000+ users. Supplied helpdesk support, developed and presented user training, set up department workspaces, and provided solutions to business needs using Livelink capabilities, workflow, news and web forms. In charge of maintaining system integrity, troubleshot, and resolved issues.

- Performed upgrades for Livelink 8.5 to 9.0 to 9.1 in production and development
- Designed, developed and presented Livelink training material
- Provided technical support to end users on Livelink, Computron and Planview systems
- Collaborated in the creation of our Knowledge Management System called "Sprint Compass"

Commented [HP8]: Or, contributed. Provide was 3x in this section.

Commented [HP9]: Broke long sentence.

Training & Education

AIIM ECM Specialist – 2013

SQL PL/SQL – 2012

Six Sigma Foundations - 2012

[REDACTED]
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Professional Experience

Content Server Administrator

April [REDACTED] - January [REDACTED]

[REDACTED] - Houston, Texas

Managed Opentext Content Server 10.5 application, standard and optional modules. Performed server maintenance in a Windows Operating Systems using Microsoft Server 2008, 2012 and 2016. Monitored system integrity and refreshed monthly to ensure optimal performance. Troubleshoot, supported and assisted regional deployment leads and end-users with application problems. Deployed solutions to test and production, ensuring a well-developed and documented process. Identified any issues with solutions deployment and communicated with developers during test deployment. Ensured proper testing conducted and approved to guarantee a smooth production deployment. Managed change control for system maintenance and solution deployments, entered data in altered management system, represented and conducted changes.

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- Performed maintenance on CIS model to ensure business and solution security

Content Server (Livelihood) Administrator

June [REDACTED] - April [REDACTED]

[REDACTED] - Houston, Texas

Managed two instances of Opentext applications (Livelihood 97 and Content Server 2010) and Windows Operating Systems using Microsoft Server 2008, 2012 r2. Refreshed monthly, conducted patch updates and monitored performance. Directed module installation, upgrades, and provided support in disaster recovery exercise. Managed change control requests and ensured proper testing in lower environments. Worked with business unit leads to gather requirements for new solutions and module deployments.

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- Supported business units and end-users with high integrity
- Prepared presentations and discussion points for Governance Committee

Livelihood Administrator

April [REDACTED] - March [REDACTED]

[REDACTED] - Houston, Texas

Responsible for managing Livelihood knowledge infrastructure by providing application support to 3000+ users. Supplied helpdesk support, developed and presented user training, set up department workspaces, and provided solutions to business needs using Livelihood capabilities, workflow, news and web forms. In charge of maintaining system integrity, troubleshoot, and resolved issues.

- Performed upgrades for Livelihood 8.5 to 9.0 to 9.1 in production and development
- Designed, developed and presented Livelihood training material
- Provided technical support to end users on Livelihood, Computron and Planview systems
- Collaborated in the creation of our Knowledge Management System called "Sprint Compass"

Training & Education

AIIM ECM Specialist – 2013
SQL PL/SQL – 2012
Six Sigma Foundations - 2012