

# Shane Vertner



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Hillsboro, OR

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Empathetic team leader purpose driven to build trust with executives, managers, engineers, and customers. I am passionate about improving customer satisfaction and utilizing the best tools to improve processes and deliverables; adept at delivering and maintaining effective solutions to cover ever changing business needs; learning new tools and technologies are a part of my continual growth plan; excellent with troubleshooting, coordinating, planning, prioritization, initiative, ownership and resolving complex problems; skilled in cloud computing, virtualization, all operating systems, networking security, agile software development and relationship management; informational listener with high emotional intelligence who connects the dots and sees solutions.

## SKILLS & ABILITIES

- Customer Focused
- Project Management
- Cloud Computing
- Agile methodologies
- Virtualization
- System monitoring
- Database management
- Network management
- Terraform
- AWS, Azure, GCP Clouds
- Microsoft Azure
- Customer Success
- Windows, Mac, Linux
- Automation
- Resource Allocation
- Hybrid Clouds
- Dev Ops
- Integrations
- Quality Assurance
- SaaS
- PaaS
- Customer Support
- Interpersonal Intelligence
- Software Development Process
- Docker
- Kubernetes

### EXP REALTY

*Listing and acquiring residential real estate within the state of Oregon.*

#### Real Estate Broker

- Negotiate purchase agreements and contracts with buyers and sellers.
- Prepare market analysis to help determine property value.
- Educate clients on basic real estate procedures.
- Maintain Real Estate License with ongoing training.
- Manage repair addendums, getting bids and selecting contractors.
- Problem solver.

07/2019 – PRESENT

### STRONGDM

*A leader in access management. strongDM works with almost any infrastructure configuration and makes it easy to access your resources as well as provision users for those resources.*

#### Customer Support Manager

- Lead support team in a high quality, high touch customer support environment.
- Supported all cloud platforms and configurations with our proxy service / software defined network.
- Became SME for Azure cloud, Okta SSO, SCIM, as well as SIEM log aggregation.
- Reproduced customer issues by building out unique testing environments.
- Presented live customer demos showcasing the strongDM product with many types of integrations.
- Built solid relationships with the internal teams helping increase their technical knowledge and ability.
- Extract details necessary for fully understanding a technically complicated issue to attain a workable solution.
- Created effective procedures, policies, and standards while keeping it simple to maintain.
- Maintain accurate records and documents on all customer service activities and discussions.

06/2021 – 04/2022

- Act as the Voice of the Customer across the organization.
- Zendesk admin, automated common workflows.
- Collaborated with team members to get their feedback about the products, process, tasks, and achievements enhancing team awareness.
- Enhanced customer relationships by keeping them updated on new products and planned product improvements.
- Cross functional team coordination – monthly touch points with account teams, channel, partners, products, engineering, support, education/training, and marketing, not only for myself but for the entire company.

## **HURON CONSULTING GROUP**

**01/2019 – 06/2021**

*A leader in the consulting space for Healthcare, Life Sciences, Commercial and Higher Education industries including academic medical centers, cancer centers and other research institutions. Quickly acquired the industry and product knowledge to provide value to clients right from the start. Rated as exceeds expectations on performance review.*

### **Technical Services Consultant**

- Lead projects by designing, developing, testing, deploying, documenting, collaborating to create and customize government integrated web-based applications.
- Utilize active listening while defining, refining, and then implementing the customers' requirements for their version of Huron products and services.
- Acted as a Project Manager by establishing, maintaining, and managing project status, milestones and tasks at a high level with key stakeholders.
- Launched Federal Grants SaaS applications for multiple customers; Memorial Sloan Kettering Hospital, Chicago University, and Moffitt Cancer Center.
- Responsible for the ongoing success of our customers, helping to escalate support cases and RFEs, facilitate training, and Professional Service engagements.
- Utilized Javascript code development to automate custom technical changes required for deployment.
- Spearheaded Improvements in the mentoring and leadership team training program.
- Presented to customers technical solutions explaining risks/rewards with each option.

## **ENSEQUENCE**

**07/2004 – 07/2018**

*As the leading creator and inventor of interactive television software, applications, and distribution networks, Ensequence has delivered interactive television applications on Comcast, Dish, and Verizon networks as well as to TV platforms, Samsung, and LG.*

### **Interim Director of Technical Operations**

**02/2017 – 07/2018**

- Maintain positive ongoing relationships with enterprise customers (Viacom, Showtime, Dish, Comcast, HBO, Samsung).
- Increased revenue by moving all tech from a datacenter to the cloud with a lift and shift approach.
- Managed business transition from Ensequence to ESW Capital as sole remaining employee.
- Manage a highly available SaaS hybrid cloud for the creation, distribution, and monitoring of live nationwide television broadcasts.
- Onboarding customers to Ensequence products and services. This includes training and taking ownership of the roadmap, including support of current services and delivery of new releases.
- Ensure customer renewals by becoming the expert on product integrations and implementations.
- Manage customers' expectations for releases and updates, as well as training and assisting in the installs/updates.
- Provide leadership and direction for projects across multiple teams (Development, Sales, Creative, Operations)

- Deployment lead, supervision of team members, management, and support of Ensequence products and clients.

### Senior Technical Operations Engineer

07/2004 – 01/2017

- Team Leader for all the products and services delivered by Ensequence.
- Awarded Company “Fleece” for excellence in collaboration, initiative, ownership, and positive attitude.
- Primary administrator and operator for the Ensequence physical data center and AWS cloud environment.
- Defined, initiated, and optimized processes for system monitoring, maintenance, and change management.
- Security team lead – User Accounts / Cisco ASA firewall / load balancer / AWS configuration and management.
- Built replication of production environments virtually to support the internal teams.
- Primary architect for:
  - VMware virtual environment
  - AWS Cloud services
  - Solarwinds Alert monitoring system
  - Office 365 / Rackspace Exchange

### INTEL

03/2001 – 06/2004

### Senior Quality Assurance Engineer

- Functional testing of enterprise applications.
- Creating test plans, deployment guides and other technical documentation.
- Automating functional tests using various automation tools.
- Collaborating with developers around defects and testing scenarios.

## EDUCATION

### Bachelor of Science in Broadcast Communications

#### WESTMINSTER COLLEGE

05/1998

## ACTIVITIES

- Families on Mission Equipping Director
  - Architect for Slack communication platform
  - Google suite administrator
  - Lead weekly meetings/trainings in person and remote
  - Trained others to lead and facilitate group discussions
- Founded Helping Hands service organization
  - Service based handyman services for those in need
  - Communicate effectively with customers
  - Schedule projects, estimate timelines and deliver on expectations
- Marriage Coach for MarriageTeam.org
  - Present learning tools to couples with practical examples from our lives
  - Establish meaningful relationships with couples quickly to help them improve their marriage
- Hillsboro Girls Softball Association Umpire Coordinator
  - Umpire baseball and softball games for youth age 10-18
  - Train young adults how to be the authority on the ball field as the facilitator of the game
  - Maintain umpire schedule assignments for a 32 team league
- Board Member Gutenberg College
  - Provide counsel on various administrative issues and topics.
  - Host informational meetings to educate the public on the benefits of the college.