Chad Lines, MBA

Business & Technology Leadership

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Sr. Enterprise Support Engineer, One Identity: *January 2018 to Present*

Provide expert-level support to large enterprise and government customers utilizing the Identity Manager platform.

- Support and guidance in the configuration and implementation of MS SQL Server, ensuring optimal performance metrics
- Advanced SQL scripting consultation, providing efficient and timely resolution to customer issues
- Support and guidance for .NET web and supporting technologies, including IIS, ensuring reliable, program access
- Support and guidance for implementation with target systems such as Active Directory, SAP, etc. for automated provisioning

IT Consultant, Valley Behavioral Health: *January 2018 to Present*

Provide consulting services on special System Administration and Engineering projects for the largest behavioral health organization in Utah, including >1K staff, >20K patients, >70 units, and >30 locations.

- Consult on administration of HyperConverged and virtualized infrastructure ensuring integrity of business continuity systems
- Emergency assistance in resolving identity access management issues affecting HRMS & digital communications infrastructure
- Consult on initial implementation of SCCM to provide reliable, enterprise-level system maintenance

System Administration Manager, Valley Behavioral Health: *March 2016 to December 2017*

Lead a diverse team of System Administrators for the largest behavioral health organization in Utah, including >1K staff, >20K patients, >70 units, and >30 locations. Team excelled in solving complex challenges and implementing business-impacting technical solutions.

- Hired and trained highly-technical personnel to ensure a professional, well-rounded System Administration team
- Maintained HyperConverged server environment optimizing constrained capacity for increased performance
- Engaged as Project Manager for comprehensive server infrastructure upgrade
- Sat on the IT Security board responsible for hardening the infrastructure, processes, and provide user training
- Engaged with Business Leadership, including CTO, CEO, and CHRO in the Project Manager and consultative capacities

System Administrator, South Kitsap School District: *January 2013 to March 2016*

Responsible for back-end and user-facing server and network infrastructure for >1000 staff and >10,000 students in K-12 educational environment. Focused on provisioning and facilitating new technologies, triaging and resolving server and network issues, and utilizing monitoring and performance optimization methods to ensure maximum uptime and reliability.

- Responsible for purchasing, configuring, installing and deploying server infrastructure
- Implemented integration with Google services including directory services, cloud printing, and G Suite
- Implemented identity and access management solutions, utilizing technologies such as RADIUS, ADFS, and SAML

Technical Support Engineer, Chapel Hill Presbyterian Church: *July 2012 to January 2013*

Responsible for user-facing Windows Server and Cisco VOIP infrastructure including hierarchical backups, provisioning and maintaining Windows File and Print Servers, and working with technical and non-technical staff to ensure excellent customer service

Datacenter Support Technician, Wowrack Technologies, Inc: *November 2011 to June 2012*

As the sole night-time staff member, I was responsible for all off-hours server hardware and software provisioning, technical issue troubleshooting and resolution, as well as constantly monitoring the datacenter's security, UPSs, cooling systems, and network traffic in datacenter and NOC environment.

Technical Support Specialist, Pierce College: *October 2010 to November 2011*

Responsible for overseeing daily performance of over 250 computer systems serving over 7,000 staff and student users, as well a hardware and software installation and desktop deployment, configuration and maintenance.

MBA – Information Technology Management   **Salt Lake City, Utah**

Western Governor's University

BS - Information Technology Management   **Salt Lake City, Utah**

Western Governor's University

AA - Computer Network Engineering   **Puyallup, Washington**

Pierce College

Certifications

Scrum.org: Professional Scrum Master I (PSM I)
Microsoft: Microsoft Certified IT Professional (MCITP), ID: E308-5878
Parallels: Parallels Remote Application Server Engineer, ID: 011020161569NSA
Pierce College: Certificate in System Administration

Administration	VMware ESXi, Ubuntu, Windows Server +, SCCM, Office 365, G Suite
Project Mgt	Task decomposition, scheduling, budgeting, stakeholder engagement, process documentation
Software	Identity Manager, SSMS, New Relic, Excel, Tableau, Siebel, KACE
Development	Scrum, HTML/JS/CSS, SQL, Git, VBScript, PowerShell, C#, Python, R, LATEX