CHASE SAWYER

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SKILLS

Extensive teamwork experience

Excellent written and interpersonal communication skills

3+ years using cloud technologies; DevOps: Git, Heroku, AWS, CI, Django, React, Vue, Node.js

3+ years in web and object-oriented programming languages: JavaScript, Python, HTML, CSS, Java

5+ years mining, cleaning, analyzing, and visualizing large data sets using analytics platforms such as KNIME and Tableau

Experience implementing and querying Database Systems, SQL, NoSQL, REST, XML, JSON, GraphQL

Network programming and diagnosis, TCP/IP Protocols

10+ years working with Linux, Windows, Mac OSs

PROFESSIONAL EXPERIENCE

Senior Computer Specialist   05/2016 – Present

University of Washington, Academic Technologies (AT)   Seattle, WA

- Developed and implemented an integrated access control solution for AT using RFID technology, 3D printed parts, open source hardware and software, and Crestron control systems to modernize equipment access allowing the retirement of traditional brass keys and enabling room use per user metrics
- Developed a digital signage solution with RaspberryPi hardware and software built using Docker containers for 100% uptime
- Architect, develop, and maintain new web tools based on a React / Django / GraphQL / SQL software stack
- Use cloud based PAAS and IAAS offerings to automate processes, host microservices
- Automate workflows using scripting in PowerShell, Python, AWS Lambda, reducing manual, repetitive tasks
- Minimize service cost by creating solutions that leverage existing hardware and software resources while
- Perform tier 2 and 3 diagnostics and maintenance of systems and room controllers, including network infrastructure
- Administer computer imaging/management system covering 1000+ endpoints, identify and address software and hardware issues and security threats
- Create BI tools, from databases to ETL processes, to generate reports covering years of data in Tableau for executive review
- Build task automation systems to handle customer communication campaigns, imparting important information to stakeholders, saving hundreds of hours of manual labor
- Address process inefficiencies with tools and task automation, slack integrations, and automated systems monitoring
- Lead institutional IT initiatives, establishing best practices, policy decisions, and security considerations
- Take on additional duties related to departmental policy issues and ongoing service improvement alongside executives

Program Support Supervisor I   08/2013 – 05/2016

University of Washington IT, Classroom Technology & Events (UW-IT, CTE)   Seattle, WA

- Highly skilled in operation and diagnosis of networked AV systems, including analog and digital signals, projection, audio, systems integration/installation, and online monitoring and trouble reporting
- Hire, train, and supervise a staff of 5 employees at the CTE Help Desk, ensuring a high level of customer service

Lead Help Desk Analyst (HDA)   04/2009 – 06/2013

University of Washington, Classroom Support Services (CSS)   Seattle, WA

- Trained new Help Desk Analysts on office procedure, etiquette, equipment, software
- Experienced in customer service, service desk protocols, and outstanding customer communication
- Implemented and documented a new computer imaging system significantly decreasing imaging time for laptop computers

CERTIFICATIONS

Certified Technology Specialist (CTS)	02/2014-02/2020	ITIL Foundation Certificate in IT Service Management	
DigitalMedia Certified Engineer (DMC-E-4K)	04/2016		09/2013
Biamp Tesira	02/2016	Supervisory Skills Certificate	02/2016
Biamp VoIP Level 1	07/2015	Strategic Leadership Program - Level 1	06/2016

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AWARDS

Distinguished Staff Award Nominee

Active Learning Classroom Team — 2016

University of Washington — Seattle, WA

ACE Award

UW Connect Tuning Project — 2016

UW Information Technology — Seattle, WA

EDUCATION

Bachelor of Fine Arts, Three Dimensional Forum (3D4M) — 2013

University of Washington School of Art — Seattle, WA