

Stephanie Gruss

Stephanie.Gruss@gmail.com • 1733A 13th Ave S, Seattle, WA 98144 • 406-498-5270

Certifications

ITIL (Information Technology Infrastructure Library) v.3 (Oct. 2011)

PMP (Project Management Professional) (Sept. 2015 - Present)

Development tools and coding languages

- Currently in use: SQL, HTML, CSS, C#, Microsoft Visual Studio, Azure DevOps
- Familiar: Java, C++, Python, JavaScript, PowerQuery, SQL Server Reporting Services (SSRS)

Experience

Senior Systems Administrator, Savers (contract via iMatch) (July 2018 - Present)

- Provide support for over 100 internal applications and integrations; focused on SQL Replication, Dynamics 365, Kronos
- Develop automation for integrating data from Kronos to Ceridian through system interfaces and Windows automation.
- Manage and maintain SQL database replication from retail locations for loading Financial data to integrated systems.
- Develop and maintain automation solutions using C# .NET framework and embedded Windows tools
- Install, test, configure, and manage tools to allow for automation of data transfer to support Dynamics 365 integrations.
- Provide after-hours technical support for upgrades and patching in addition to rotational on-call support.

Systems Administrator, Lighthouse eDiscovery (March 2016 - July 2018)

- Technical Project Manager for implementation of new ERP system and integration with NetSuite
- Ongoing internal technical support for Dynamics SL, Management Reporter, SSRS, and Crystal Reports
- Responsible for maintaining SQL database back end and loading Financial data to support PowerBI reporting
- Provide internal support for eDiscovery tools such as Relativity and workflow management in ServiceNow
- Created robust technical user documentation to foster self-service and reduce IT related outages and incidents
- Managed and administered Financial system consolidation through company merger.

Senior Systems Administrator, Fleet IT at Holland America Line (June 2013 - March 2016)

- Technical Project Manager for new application development and deployment coordination
- Deployed new Internet Service Delivery system to 67% of the fleet in 10 days to meet business demands
- Executed full data center migration including for all shoreside Fleet IT systems planning, testing, and implementation
- Coordinate with vendors in a modified agile development environment leveraging Jira KanBan boards
- Maintain multiple Oracle and SQL databases across the fleet and support backup and restoration processes for upgrades
- On-call tier 2/3 production support for more than 25 shipboard IT systems across a 21 ship fleet

Volunteer Coordinator at American Red Cross Serving King & Kitsap Counties (Oct. 2012 - June 2013)

- Developed procedures for new volunteer intake process through a new cloud-based management system
- Trained staff and volunteers to use the system for administrative, social, and disaster support purposes

Technical Operations Manager, Assistant Vice President at JP Morgan Chase (June 2011 - Aug. 2012)

- Managed a production support team to provide access administration for over 800,000 database/OS accounts
- Provided 24/7/365 support through follow-the-sun scheduling and off-hours tier 2 on-call service
- Supported application team through requirements development, scope definition, and user acceptance testing
- Drove automation and procedure changes in cross-functional effort that resulted in 2012 cost savings of 4 FTE

Database Security Systems Administrator at JPMorgan Chase (July 2010 - June 2011)

- Provided excellent customer service via production support of UNIX, SQL, Sybase, Oracle, and DB2 systems
- Created and maintained “living” technical software and procedure documentation on team SharePoint site
- Completed more than 31,000 tickets in 24 months by leveraging script automation; surpassing goals by 30%

Education

Montana Tech of the University of Montana (Aug. 2004 – May 2010)

Master of Science, Technical Communication (Technical Writing and Software Documentation)

Bachelor of Science, Professional & Technical Communication, Minor in Computer Science

Bachelor of Science, Business and Information Technology (Management Option), Minor in Mathematics