

# **Joshua J Kautzman**

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Bachelor of Science in Information Technology from Western Governor's University. Creative IT professional with diverse knowledge and experience. Managed staff, projects, and teams locally and from a distance.

What sets me apart from most of the candidates in my field is the ability to clearly communicate technical concepts with non-technical people and excellent organizational management skills.

## **Skills and Certifications:**

- leadership • communication • project management • system design/architecture
- employee mentoring/development • technical writing • training • telephone/email etiquette
- CompTIA Cloud Essentials, A+, Project+, Network+, Security+ • Microsoft MTA • Linux Professional Institute LE-1

## **Experience:**

### **Engie (formerly Ecova)**

*Infrastructure System Engineer*

2015-Present

I lead the project team and coordinate with architecture and network teams for all new Infrastructure projects. I am the go-to person regarding email, monitoring, and cloud services. I write documentation for the systems I support as well as user and admin guides for the systems I deployed. I work closely with developer staff migrate legacy systems to modern computing platforms, leverage IaaS, PaaS, and SaaS offerings from different vendors to maximize efficiency, performance, and stability.

### **Smith (formerly Ascentium)**

*Lead Support Engineer*

2008-2015

I oversaw the support of computers, network devices, and servers for the Smith offices in the US and maintained a high level of service in the face of downsizing and scaling back of budgets. I managed a team of four analysts and provided employee development, training, and mentoring for the team. I wrote the policies for client support, infrastructure, and security. I researched, designed, and deployed business systems and managed the procurement of hardware and software. I wrote IT policy documentation and training material for users and other IT staff.

### **Unified Grocers**

*PC Specialist*

2006-2008

I tracked trouble tickets concerning support on networks, PC and Apple hardware, Windows and Macintosh operating systems, Microsoft Office applications, specialized applications, printers, and Blackberries. I set up and operated the Polycom conferencing system including integration with auxiliary microphones, speakers, webcams and monitors. I coordinated and implemented projects pertaining to desktop and laptop hardware. I answered directly to the CIO and provided support to PC users throughout the corporate office, especially company officers.

### **Presentation Services AV**

*Lead Technician*

2006-2006

I set up and tore down or supervised the setup and teardown of the presentation equipment used in conference rooms and ballrooms in the SeaTac Hilton Hotel and Conference Center. Set up systems involving microphones, mixers, amplifiers, speakers, cameras, computers, projectors, teleconferencing units and video selectors. I supervised the other technicians to make sure the clients are given what they needed and offered additional gear and help to make their event go perfectly.

## **References:**

Jennifer O'Callaghan – supervisor, Smith  
Clinton Carucci – coworker, Smith  
Benoit Lavigne – supervisor, Smith

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