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Experience Summary

SharePoint Consultant with End to End Solution Experience from Concept to Delivery- My aspirations include staying aligned with customer support and satisfaction initiatives while continuously growing my technical knowledge to stay ahead of technology changes and offer innovative solutions to my business and stakeholders.

- 5 Years of experience with SharePoint Online, Teams and Office 365 with administration, permission management, data mining and migration, development, and maintenance.
- 8 Years of experience with SharePoint 2013 Site Collection administration, permission management, data migration, development and maintenance
- 6 Years of SharePoint 2010 and 2007 administration, permission management, data mining and migration, development and maintenance.
- 15 Years of experience Technical Writing to include SOP's, SOW's, Process Documentation, Disaster Recovery, Engineering Reports, Financial Policies, and Company Policy Manuals
- 2 Years' experience with Jira / Confluence
- 5 Years of experience in Knowledge Management, writing, deploying, and training best practice policies with retention, relevancy and authenticity audits, archival and purging data storage

Skill Summary

Skillset Highlights

Discovery	Knowledge Management	Technical Writing	Business Analysis	WordPress
Data Mining	Process Documentation	Training Curriculum	LMS 365	CSS
Agile Scrum	SharePoint -Design, Development, Training	Process Improvement	Jira	HTML
Graphic Design	Records Management	Data Migration	Copyright Law	Publishing
Technical Drawing	Social Media Marketing	Front End Dev.	Atlassian	Confluence

Current Software

- ❖ **Database-** SharePoint 2007, 2010, 2013, 2017 and SharePoint Cloud Solutions, Salesforce
- ❖ **General Office Productivity-** Microsoft Office (all versions), Office 365, MS Teams, Outlook, WordPerfect, Beyond Mail, CC Mail, Exchange Mail, Microsoft Mail, Outlook, Evernote, Google Drive
- ❖ **Graphic Design and Capture-** Adobe Creative Cloud (Photo Shop, DC, In Design), Confluence, SnagIt, Captivate
- ❖ **Government and Medical Applications -** Health Facilities, Shelby 4, AFEPL ADS, PHCA, ITM, HEAR, RMS
- ❖ **Call Tracking and Project Tracking –** Remedy, Tivoli, HP Open View, Service Now, Jira, Agile, SCRUM
- ❖ **Ecommerce-** PayPal, Square, Ecommerce Virtual & Physical Terminals
- ❖ **Web Design-** cPanel, Front Page, Dream Weaver, CSS, HTML, WordPress, Wiki
- ❖ **Social Media Marketing –** Google Analytics, Facebook Analytics, Crowd Fire, Blogger, Google +, Instagram, Snap Chat, Tumblr, Buffer, Twitter, Pinterest, BBB, Skype, WebEx, YouTube, Wiki

Employment History

08/2022 – Current **BFC Family of Companies (Contract) - M365 Developer**

Developing an internal Microsoft 365 environment for the corporation through data mining, process discovery and departmental interviews. Establish SharePoint sites, migrate data, provide training and administration.

06/2021 - 08/2022 **Kohlberg Kravis Roberts (KKR) (Contract) - SharePoint Developer**

Work with LMS 365 to establish training materials for the KKR University while building the corporate SharePoint environment to support and compliment the educational system. Establish SharePoint sites, migrate data, provide training and administration.

05/2019 – 3/2021 **Spectrum Charter Enterprise (Contract) - SharePoint Developer**

Provide SharePoint design, development, administration and training. SOP and SOW document creation, Microsoft Teams, Chalk Wiki Article creation, Jira ticket tracking, research and discovery of department practices to document and automate through SharePoint and Chalk processes. Maintain document inventory and act as a department SharePoint site gatekeeper, establish templates for engineer document creation, utilizing SharePoint Designer, Visio, PowerShell, and Java applications. Create new workflows, RSS feeds, web parts, app parts, site collections and sub sites. Provide guidance with governance and policy regarding document lifecycle. Provide training and support to all users in environment to include power users.

12/2018 – 03/2019 **Jagged Peak Energy (Contract) - SharePoint Developer**

Provide SharePoint Online design, development, administration and training. Office 365 Administration, Microsoft Teams, SharePoint Designer, Visio, PowerShell, and Java applications are all being utilized. Create new workflows, RSS feeds, web parts, app parts, site collections and subsites. Provide guidance with governance and policy regarding document lifecycle. Provide training and support to all users in environment to include power users.

06/2005 – Current **Rocky Mountain Publishers - SharePoint Administration and Design**

Provide WordPress design, development and maintenance. Office 365 and SharePoint Administration. SEO and Analytics reporting and maintenance. Dreamweaver CSS design and maintenance. Crowd Fire social media marketing administration. Print layout, design and publication. Sales and distribution. Management of subordinate employees and vendor relationships.

06/2015- 09/2017 **The Pauls Corporation - Information Manager & SharePoint Developer**

Design and develop the current SharePoint environment, provide training and support, manage a digitizing initiative to migrate construction drawings, plans, plats, files and documents to electronic format for inclusion, as well as manage migration of existing and new data to the SharePoint KM System from the current network drives. Our environment hosts 150 users, 5 site collections and several hundred sub sites. SharePoint Standard 2013 platform with Web Parts, App Parts, Workflows and Document Lists/Libraries. Configure OTB master pages as well as custom bootstrapper responsive web design master pages. Moving into project development for Workshare deployment for external sharing of data with vendors and consultants.

01/2015- 05/2016 **CHI (Contract) - SharePoint Content Developer**

Develop data inventory and migration process and create documentation. Develop page and sub site designs and coordinate build out of content in new environment. Create web parts, content queries and implement audience targeting. Utilize Monument for time tracking, Rally for Agile planning and work closely with the customer to facilitate effective lines of communication and a support structure.

09/2014-12/2014 **Charles Schwab (Contract) - Knowledge Management Specialist**

Provide consultation for the development of a knowledge repository and assist in establishing process of discovery and gap analysis. Word, Adobe, Visio, Excel, SnagIt, WebEx, Lync and iKnow are applications utilized to perform duties.

03/2014-09/2014 **DaVita (Contract) - Sr. Technical Writer**

Provide documentation of global systems and applications in preparation for the Disaster Recovery simulation. Interview, research and provide edits to existing documentation as well as collaborate efforts between development and support personnel. Produce training documentation. Create application mapping and server connectivity diagrams to be used as a resource for vendor DR project.

08/2013-02/2014 **CenturyLink (Contract) - Knowledge Management and Technical Artist**

Documentation of the Video Test and Development Lab for PRiSM to include Word, Adobe, Visio, Excel, and Photoshop files. HP DesignJet Plotters, Wacom Tablets, were utilized to document the “end to end” connectivity of the VTD test lab.

03/2013-07/2013 **TeleTech (Contract) - Knowledge Management Process Consultant**

Establish processes to launch a knowledgebase in Service Now for the Human Service Dept. Processes included article index schematic, article contribution process and templates, meta data application, and content management processes. Internal SOP's, category definitions, policy guide standardization, policy guide reviews and edits for 6 countries were also completed.

08/2012-02/2013 **Western Union- Experis (Contract) - Process & Procedure Tech Writer**

Interview the Agent Enrollment Department in Costa Rica to document all processes. Create all flows and supporting documents. Adhere to department timelines and project schedules. Process and procedure designs were focused on end-to-end agent support utilizing Accellion as the document repository and Visio, Word, Adobe Writer, and Excel for creation.

07/2011 -12/2011 **MoneyGram Int (Contract) - Process & Procedure Technical Writer**

Working within the Business Process and Project Management Department create documentation through interviews with department SME's. Organize, composed and format data using standard internal layouts to complete flows, sipoc's and supporting documents. Adhere to timelines and project benchmarks and adjust schedules accordingly. Process and procedure designs were focused on end-to-end customer support transactions with overview html document linking them all in a map shared in the SharePoint document repository. Special projects - ASM Global Support Capability Model, UAT testing and a new GUI for CSM's. Visio, SharePoint, MS Word, Adobe Writer, and MS Excel

11/2008 -07/2010 **CO Department of Revenue(Contract) - Process & Procedure Manager**

Project Specialist directing a department wide Knowledge Base implementation. Create a SharePoint document repository, and html interface for internal department use, project tracking environment, process flows for all functions of the departments, site reference information for off site visits and support, QA process for employee evaluations, customer satisfaction gauge for increased department performance, create PowerPoint presentations and new hire brochures for reference materials and training for all staff to utilize new tools once processes were in place.

11/2007 - 11/2008 **TEK Systems/EchoStar Satellite -Project Coordinator**

Contract to perm position for EchoStar consisting of 2nd line customer support, documentation creation and management, project manager for new ITSD Knowledge Base, wiki research, and procedure data flow for knowledge base organization. Promoted 1 week into the contract from 1st line to 2nd line support and then promoted again to managing the development and flow of information for the knowledge base. The site was constructed in SharePoint 2007 utilizing the templates, OTB wiki and document libraries and lists. Provide liaison duties where required to obtain information from many departments in an effort to make the KB as robust as possible. Assisted with corporate communications for notifications regarding the launch of the HPOV Service Desk Redesign and participated with UAT testing, process documentation and training for the same. Develop Q/A and audit processes for 2 departments and performed those audits to include par reports and ticket queue monitoring.

06/2007 -11/2007 **Insight Global (Contract) - Tier III Network Field Support**

Support high speed connectivity and data polling for over 5,000 Quizno's locations nationwide to provide the corporate office demographic and marketing information for all independently owned franchise locations. Mentor, guide and support field technicians with technical assistance, and communicate technical information to non-technical store owners. Provide final configuration changes remotely through VPN and telnet. Work with DSL, cable, satellite and fiber ISP's nationwide.

02/2005 - 06/2005 **Connecting Point - Network Operations Manager**

Responsibilities included managing network operations and support team, scheduling maintenance contract appointments, and providing human resources tasks and time tracking for my team of seven employees. Accompanied sales manager for contract interviews. Managed new project orders, network installs, new equipment and software rollouts and migrations. On call 24/7 to dispatch emergency personnel to fulfill contract requirements.

05/2003 - 08/2003 **City of San Antonio - Field Manager**

Managed the project consisting of a six-member technical team responsible for system upgrades, replacements and software rollouts. Dell systems with Microsoft XP were provided for all city offices. Prepared employee reviews, project status reports and payroll information were prepared for the corporate office. Coordinated with Northrop Grumman through the hardware leasing program.

11/2002 – 05/2003 **Sierra Health (Contract) - Tier III System Support**

Provide user training and support for all production software with Windows 2000 Professional platform and utilize remote administration tools whenever possible.

12/2001 – 08/2002 **LJM Services (Contract) - IS Manager**

Responsible for all aspects of the IT department to include network configuration and maintenance with Windows 2000 servers, training, security, hardware and software upgrades, database migration, new 2000 system installations and telecommunications. Completed an office move and new network configuration as well as training and installation for new employees.

03/2001 – 10/2001 **Lackland Federal Credit Union (Contract) - IS Supervisor**

Responsible for the 24/7 management of the support team and operations staff for all Lackland Federal Credit Union sites. Windows 2000 and Exchange 2000 network with legacy Unix and Open VMS accounting systems. Migration from NT 3.51 and MS Mail Services to Exchange 2000 and Windows 2000 Server. Support tasks provided include virus control issues, security issues, personnel issues, desktop support issues, forecasting and planning, and hardware and software upgrades.

06/2000 – 12/2000 **The ACTS Group - Project Coordinator and Site Manager**

Responsible for coordinating client helpdesk contracts and our technicians. As a liaison to the P.O.C. at client sites the position required customer service skills as well as organization skills to schedule the technician's time. Services included LAN and WAN installations, network server or system upgrades, security, user instruction, helpdesk and maintenance, as well as problem solving. Environment was varied but the preferred equipment was the Compaq line of systems and servers, Tut repeaters, Ascend routers, Microsoft NT Server and Exchange for mail.

06/1999 – 06/2000 **US Air Force- TMSSC (Contract) - Tier III NT\Unix System Support**

Tier III system support for the Army, Air Force and Navy medical sites. The Systems NT/UNIX group is charged with customer support and remote administration of international military medical information systems. The applications covered were Ambulatory Data Systems, Composite Health Care System II, Nutritional Management Information System, Preventive Health Care Application and the Special Need Program Management Information System. System and database support is provided utilizing Informix, Windows 2000, SCO UNIX, as well as Remedy for call tracking. Personal focus was on NT, Unix, Informix, Web Administration and Windows 95 and 2000 workstations. Utilize support skills to include troubleshooting, problem solving, VPN, user training and documentation for internal and end user purposes.

02/1997 – 04/1999 **Altech Controls Corp - MIS Manager**

Solely responsible for a LAN comprised of two NT networks (3.5 and 4.0) and a Novell network providing all aspects of hardware, software and end user support. Helpdesk, hardware maintenance and upgrades were provided. Environment was primarily Microsoft with an Access Database used for RMA and Serial Number creation and tracking. My career with Altech included multiple long-term projects including building a communication structure with Exchange server to replace the Microsoft Mail Service, restructuring the server file organization to utilize existing storage space and deriving a complete listing of policies and procedures regulating system and network use.

02/1995 - 02/1997 **US Air Force Surgeon General's Office – AFMSA - System Analyst**

Provide Tier III helpdesk support. The network operating system for the first 12 months was Banyan Vines LAN with Windows 3.x and TCP/IP. Projects included installation and implementation of Windows '95, projecting, planning, and coordinating a NOS changeover to Microsoft NT 3.51. Installed and supported various LAN equipment, including routers and hubs, NIC cards, running network cabling, testing cable integrity, terminating cable, and modem support for dial in configuration. Configured and installed a 20 bay CD tower for the network including end user support. Provide maintenance and updates on the unit. Responsible for all virus control at base and command level. Team Lead on relocation of a remote office and central office primarily consisting of systems, cabling, software applications and memory management. Loaded and configured all appropriate software both open market and government to meet the users' needs.

02/1994 - 02/1995 **US Army Corps of Engineers (Contract) - System Analyst**

Helpdesk support was primarily software based. The environment was originally Novell, Lotus Notes, Groupwise, 123, and AmiPro. Assumed team lead responsibility on a Microsoft Office Suite migration in Chicago. Personal focus was graphics and Microsoft support. Set up windows environment to meet user needs and provided training/instruction to users.

09/1989 - 11/1994 **Gulf Coast Mortgage Company - Computer Specialist/Loan Processor**

Responsible for all aspects of computer management. Installed company's first network and all workstations. Researched pricing and functionality of various systems on the market to fit the company's specific needs and budget requirements. Purchased and implemented office production applications as well as Genesis software. As company expanded, installed new systems and trained all personnel of those systems. Maintained and supported all software both business applications and mortgage specific packages. Set up automated advertising system to utilize fax modem and software for marketing. Specialized in designing and publishing weekly company newsletter to be used by automated marketing system. Designed flyers, banners and signs for exhibits, as well as company letterhead and business cards. Primary focus was maintaining systems and servers in central office and all remote office locations. Documented procedures and instructions for users reference. Processed FNMA and B, C, and D paper as well as loan origination and attending loan closings. Conventional loans processed included various ARM's, balloons and construction perm loans.

Education and Certifications

University of South Alabama- Mobile, AL

Major- Computer and Information Sciences

Minor- Business and Administration

Art Institute of Colorado- Denver, CO

Design Management Major- Web Design

Minor- Graphic Arts

Professional Achievements

- ❖ ***Microsoft Certified Professional***
- ❖ ***Member of Toastmasters International***
- ❖ **Training Completed in 2019 – Agile Scrum, Scrum Master, Jira, Administering Chalk Spaces**
- ❖ **Coursework in progress for PMP Certification through PMI**
- ❖ **Founder and Facilitator of the *Writing in Action* support group in Aurora, CO**
- ❖ **Author of *Emily Elephant makes a New Friend*, *Zoe the Zebra*, *The Mudslide on Mars*, *Garrett's Glorious Goblin Crystals*, *Sopapillas for Sophia*, *Tiffany's Toe Food*, *Mr. Imagination*, and *The Lonely Guitar*. Published beginning 2002 by Rocky Mountain Publishers.**

Certificates of Achievement

