

# Wade Stewart

University Place, WA  
H: 253-564-5089 C: 253-961-5068  
swade2569@gmail.com

Combined technical and customer service skills for many successes. Enthusiastically prepared to use these skills in a more focused position using SharePoint technologies. Skilled in developing, teaching and administering high-quality collaboration systems that customers will feel a sense of ownership with and enjoy using.

The basic themes of IT approach include:

- Demonstrate a commitment to how technology is leveraged with emphasis on a return on investment in both hard and soft costs.
- Communicate values which respect the intelligence and sensibilities of the broadest audiences.
- Lead project teams to develop innovative and successful solutions through collaboration and individual challenges.

## Accomplishments

- Developed, deployed, and provided training for construction document management systems using SharePoint Services, saving countless man-hours over fax/Excel solution.
- Established an employee training course system & transcript database which lowered help desk calls and benefited employee personal development.
- Trained & coordinated instructors for employee training system.
- Set up a Copy & Print cost accounting system with custom reports and training documentation, turning copiers and printers into a revenue stream.
- Planned and executed complete office move for IT infrastructure.

## Experience

IT Manager                                      BLRB Architects, Tacoma                                      1/2004 - Present

- Administer Exchange 2007, NTFS Shares and other Windows servers with 99.999% uptime..
- Webmaster and administrator for IIS, Apache, SharePoint servers.
- Plan and deliver training for custom SharePoint solutions.
- Supervise two IT assistants in the office including hiring, training, scheduling and assessment.
- Research and procurement on workstations, servers, phone systems, and data communication services.
- Develop 3 year IT strategy plan, with annual updates & budgets.

Network Administrator                                      Accenture, Seattle                                      4/1998 - 5/2003

- Webmaster for in-House IT Support Services website.
- Administered RightFax and Arcserver on Novell and Windows servers.
- Performed as tier 3 support, to lead lower tiers, and interact with vendor representatives.
- Assisted the manager in technical support staff scheduling and escalations.
- Administered Cisco Catalyst switch environment.
- West region representative for local office Customer Service Delivery. Reports to corporate and defining consistent customer service standards.