

**Shauna L. Gilbert**  
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## **Documentation Specialist and IT Professional with 15+ years experience.**

### **CAREER SUMMARY**

Experienced Information Technology professional offering a life-long enthusiasm for writing and research, along with 15+ years of experience in IT and Desktop Support Technologies; specific expertise in the process of learning complex or technical subjects via individual research and translating that knowledge into verbal, written, and electronic media that aid others in the study of same.

### **WORK HISTORY AND EXPERIENCE**

#### **Chief Information Officer | [Ink This Planet](#) | Telecommute | From 2011 to Present**

Responsible for all information technology tasks for new business – from registering dot com to search engine optimization and desktop building, maintenance, and support. Designed and created cascading style sheets, authored all content, and built the on-line retail store at [Zazzle](#). On-going tasks include maintenance and updates to site, continued search engine optimizing research, and Zazzle product and image management. Past projects include learning, designing, and building the product database in order to more effectively manage inventory, designs, and products. Most recent project was to design, develop, and implement a site navigation structure to enhance the customer experience and simplify inventory management.

#### **IT Professional I | [Colorado School of Mines](#) | Golden, Colorado 80401 | From 2007 to 2011**

Created and distributed (mostly software, mostly technical) electronic information to the campus as required. Major and on-going project was to create, and publish, information relating to the licensing and installation of various software programs. Deliverable items included Wiki entries internal to CSM support teams, web pages and customized, custom-created and printed CD's, DVD's and dual-layered DVD's to students, staff, faculty and internal support teammates. Other noteworthy assignments include updating, printing, and delivering Getting Started Pamphlets for students, staff, and faculty as well as FAQ updates. Software used includes Content Management Systems, Web Expressions, FrontPage, Dreamweaver, Microsoft Publisher and MediaWiki.

#### **IT Professional II | [Colorado School of Mines](#) | Golden, Colorado 80401 | From 2001 to 2007**

Assigned to support and administer Academic Departments and The Arthur Lakes Library domains, servers, computer labs, and proprietary scientific research systems. Duties include Windows Desktop Support (versions 3.xx through present release,) Windows NT/2000/2003 Server design, implementation, and administration, including Active Directory and DNS support and troubleshooting. Support duties include students, faculty, staff, computer labs, and connected classroom systems using Ghost, stand-alone and multicast versions, and tools from Sysinternals. Domain support includes RAID 5 hard drive arrays and high-speed, high-capacity LTO tape library backups using Backup Exec versions V through present release. Researched hardware and software purchases, made purchasing recommendations, and communicated with vendors to obtain quotes and follow up on orders.

#### **Independent Contractor | [Various](#) | Denver, CO Metro | From 1997 to 2001**

Services were contracted to US West, Analysts International, Comms People, Growzone.com, and Teach.com. Skills used included customer service, configuration, support and troubleshooting of servers, laptop and desktop computer systems running Windows 9x, 2000, NT Workstation, NT Server, MS Exchange, and Apple OS 7 through X, operating in client-server and stand-alone environments. Configuration challenges included RAID and SCSI drives. Peripheral experience included scanners, digital and video cameras, and projectors. Also supported MS Office, Macromedia Fireworks and Dreamweaver, Adobe Photoshop, Illustrator, and Acrobat, Norton, Inoculate-it and McAfee Virus protection, Rumba, Remedy, Ghost, Snag-It, Lotus Notes, Exceed (Hummingbird), and ACT! Additional skills included switch and router installation and configuration (including wiring), server room and rack assembly, UPS installation and configuration, Ethernet drop, patch, and crossover cable assembly from CAT5 cable and RJ45 connectors, AutoCAD drawing maintenance, and Webtrends installation, configuration, and macro programming. Finally, configured and deployed triple-boot (Windows/Intel environment) and dual-boot (Mac environment) machines to the QA/Testing department.

#### **Technical Support Agent | [TeleTech Holdings, Inc.](#) | Denver, Co | From 1996 to 1997**

Specialties included customer service, billing negotiations, peer support, and written support for AOL, WOW (from Compuserve), and Compuserve via e-mail, chat rooms, and telephone.