# Garrett M. Wiedmeier

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25+ years of customer focused team efforts as an IT manager, mentor, systems and applications administrator, and all-around technical generalist.

## Work Experience

**Airport Systems Administrator** – Snohomish County, Everett, WA
August 2023 – present
- Maintain Paine Field (PAE) computer and network systems
- Support all airport users including executives, fire department, maintenance, administration and operations
- Liaise with county IT department on shared technology services

**Application Administrator for L3Harris** – DiBell Group, Melbourne FL
September 2020 – September 2022
*Aegis FactoryLogix, Windows 2012, 2016, and 2019 server, Agile, Scrum, ServiceNow, Confluence, Jira, PowerShell, batch scripting*
- Manufacturing Execution Systems (MES) administration for large defense contractor L3Harris.
- Many system upgrades, custom applications support and regression testing in concert with the development team using Agile methodologies.
- Aegis FactoryLogix upgrades and migrations from other systems.
- Assist security team with vulnerability mitigations.
- Third level advanced application support and windows server troubleshooting

**IT Director** – TERRA Staffing Group, Everett WA
October 2018 – May 2020
*TrueNAS, Asterisk, Linux (ubuntu), VMWare, Active Directory, Windows server 2016, SQL server, Microsoft Exchange, Jira, vulnerability scanning, data center ops, VPN, firewalls*
- Manage, mentor and provide leadership to a team of 6 IT professionals.
- Oversee busy help desk with mostly remote user support. Improved SLA times by 50% and reduced initial response time average to 5 minutes.
- Maintain and document IT infrastructure, including data center, headquarters and 11 branch offices across 4 states with Windows networks and Linux public web applications.
- Planned successful data center move, and multiple branch office facility changes in one year
- Oversee software development for private intranet tools and public-facing employment website with mobile apps.
- SQL Server fail-over planning and custom query work for dashboards.
- Create documentation plan

**System Administrator/IT Director** – Applied Technical Services, Everett WA
March 2014 – October 2018
*Windows server 2008-2016, VMWare, Hyper-V, Active Directory, IIS, Microsoft Exchange, SQL Server, SharePoint, Jira, Group Policy (GPO), Oracle Agile PLM, Infor FourthShift, VLAN, VPN, SonicWall, server hardening, network segmentation and isolation*
- Promoted from Senior Systems Administrator (2015) and IT Manager (2018).
- Process-driven management and support of ERP, MES and PLM systems such as Oracle Agile, Aegis, FactoryLogix, Fourth Shift and others. Root cause analysis done weekly.
- Intensive data integration focus between many different systems and network security/segmenting of older manufacturing systems. Assess SCCM solutions.
- Manage, mentor and provide leadership to a team of 10 IT professionals across many disciplines in three factories and two countries.

- Member of the Extended Leadership Team reporting to the Executive Team via Business Process Review (BPR) meetings weekly.
- Major project management: On-time delivery of infrastructure for large new factory, company-wide cloud email migrations and MRP system updates.
- Performance setting and goals: Achieved 99.5% helpdesk team positive response time and 98%+ positive completion of issues, well within our internal SLA.
- Employee of the year 2016.


**Network Administrator/IT Manager** – Community Roots Housing, Seattle WA
October 2010 – March 2014
*Windows server 2003-2012, Active Directory, Microsoft Exchange, IIS, SQL Server, SharePoint, Group Policy (GPO), VPN, SonicWall, public disclosure retention policies*
- Promoted from Network Administrator
- Manage IT staff, equipment acquisition, installation, and maintenance of all computer and telecommunications systems in a multi-site network including main headquarters, data center, and 40+ remote offices
- Major office moves, network subnet planning, and IP re-alignment with cross-forest Exchange and Active Directory migrations
- Planning, documenting, and executing backup and disaster recovery operations, including successful yearly restoration drills and executive briefings
- Member of cross-department Leadership Team focused on issues, events, and management of organization objectives including the planning for our new headquarters building in 2014

**Network and Database Administrator** – Herrera Environmental Consultants, Seattle, WA
February 2007 – August 2010
*Windows server 2003-2012, Active Directory, Microsoft Exchange, SQL Server, SharePoint, Group Policy (GPO), VPN, SAN, VMWare*
- Consolidated 30 percent of servers into virtual infrastructure using VMware and Hyper-V
- Established helpdesk procedures, monitoring, and baseline performance figures
- Championed path to enterprise-class applications such as SQL server and SAN hardware
- Consolidated storage and introduced new automated network management operations
- Integrated regional offices into the main headquarters network

**Manager of IT Services** – Downtown Seattle Association, Seattle WA
October 2001 – July 2006
*Windows server 2000-2003, Active Directory, Microsoft Exchange, SQL Server, ESRI ArcGIS, SharePoint, ColdFusion*
- Promoted from IT support position
- Converted proprietary databases to SQL server 2000/2005 and web-based intranet tools
- Integrated and secured large county taxpayer databases with urban street-level statistics
- Linked databases to GIS and dynamic mapping applications
- Created statistical reports that helped establish a business improvement district

**Consultant** - GMWNET, Inc.
September 1996 – 2011
*Windows NT 4.0, BIND DNS, SMTP, POP3, and IMAP servers, IIS, ColdFusion, data center ops*
- Founded company in 1996 and created corporation in 1998
- Closed company in 2011 after great recession to focus on personal career growth
- Officespace.com's lead technical "go-to guy" and administrator for many years
- Developed and planned Internet solutions for businesses and larger organizations such as Washington Apple Commission, Intel, resorts, and advertising firms
- Well-rounded "rent a geek" exercising many technical disciplines

**Senior Network Engineer** – divine, Inc. (previously marchFIRST), Santa Clara CA
September 2000 – September 2001
*Windows NT 4.0, IIS, data center ops*
- On call 24/7 for Fortune 500 clientele
- Created load-balanced and clustered SQL Server, IIS, and Exchange environments
- Completed ITIL help desk procedures, including Remedy Action Request System

**Chief Technology Officer** - Columbia Resource Group, Seattle WA
July 1999 – March 2000
*Windows NT 4.0, IIS, ASP*
- Created, designed and developed new IT division from inception to services launch

**Project Manager** - MorseMcFadden Communications, Kirkland WA
September 1996 - September 1997
*Windows NT 3.51, IIS, ColdFusion*
- Developed computer network for high technology press release delivery service

## Education

**Public Relations**
*Central Washington University, Ellensburg, Washington*
Bachelor of Arts degree, June 1996. Public relations major, mass media/journalism minor.
- "Public Relations Outstanding Student, 1996"
- District Director, Public Relations Student Society of America (PRSSA)

**Journalism**
*Everett Community College, Everett, Washington*
Associate of Arts and Sciences degree, August 1994. Journalism emphasis.

## Honors, Accolades and Associations

- 2016 Employee of the year - ATS
- Manager of the Seattle ColdFusion User's Group, 2003 to 2007
- FAA licensed private pilot
- Private pilot instrument rating
- Herold Wilson Memorial Award, 1993. Awarded for 'outstanding contributions to public enlightenment about general aviation'
- Virtual Pilot, Pacific Airways
- Member, Washington Pilots Association and Experimental Aircraft Association