Skye Kelly, MBA, PMP   503-310-3926 – \underline{kellysk@ohsu.edu}   <u>LinkedIn Profile</u>

Information Technology Manager | People Leader

Accomplished IT professional, project manager, and passionate leader of people with nearly 20 years of technical experience supporting internal and external customers. Having 15 years of increasing supervisory experience has led me to become a mentor, and an elected leader of a 1200+ member Employee Resource Group.

Qualifications & Certifications

PMP – Project Management Professional | **ITIL** -V.4 | **MCSA** – Windows 10
CEH – Certified Ethical Hacker | **CCNA** and **CCNA-S** | **ACSP** – Apple 10.14
CHFI – Certified Hacking Forensic Investigator | **A+** | **Security+**
LinkedIn Learning – Foundations and Developing a DEIB Program
LinkedIn Learning – Diversity, Equity, Inclusion and Belonging for Leaders and Managers

Work Experience

Field Technology Services Manager   January 2019 - Present
Oregon Health & Sciences University

- Manages a team of 12 direct reports between service desk and field technicians
- Manages department budget & forecasting
- Improved Partnership relations post OHSU/Hillsboro Medical Center merger by acting as the IT department's point of escalation & first point of contact for IT projects at HMC
- Led the effort to unify IT operations between the two organizations post-merger via cross-training, internal wiki documentation improvements, and coordinating efforts of technical teams to implement OHSU systems at HMC
- Research, submit, coordinate efforts, track, and resolve change requests for technical changes to OHSU/HMC's IT support services team
- Coordinate with project managers & other department representatives on capital projects, inclusive of formalizing project scope, establishing timelines, projecting costs, managing budgets, vendor engagement, agile adjustments to project plans, deployments & testing of equipment
- Member of the IT Change Advisory Board
- Member OHSU's mentor/mentee program
- Elected Co-Chair of 1200+ member PRIDE (LGBTQIA2S+) Employee Resource Group

IT Manager   November 2013 – November 2018
Xanterra – Yellowstone and Glacier National Parks

- Performed a complete overhaul of the pre-existing IT hardware, infrastructure, and operations, resulting in improved system reliability and efficiency for 250+ end users
- Built the database & designed the user experience for upgraded Point-of-Sale Systems
- Project Managed the migration from Aloha POS to Micros Simphony POS
- Trained the trainers for Micros Simphony POS
- Seasonal setup and tear-down of all equipment from all remote park properties
- Migrated all operating systems from Windows 7 to Windows 10
- Satellite dish setup, alignment, maintenance, and tear-down
- Maintained 25 virtualized Windows 2012 servers using VMware & Upgraded to Server 2016
- Departmental budget management & forecasting

- Active Directory administration & maintained user profiles for all operational systems
- PCI Auditing and end user training
- Help desk management
- Recruit and train IT department staff

POS Systems Specialist   November 2007 – November 2013

POS Merchant Services

- Collaborated with new & existing business owners to determine appropriate IT solutions to current and forecasted operational shortcomings
- Project managed implementation of Retail/Restaurant POS systems for both new openings and existing businesses by working with third party contractors, in-house implementation team, & hardware/software vendors to create timelines and budgets for system roll-outs to go-live
- Designed, configured in-house, and documented system networks/hardware/software for installation & management by Jr. system specialists
- Traveled to client's locations to install, and train end users on, system equipment including network, servers, PCs, macs, tablets, registers, printers, scanners, and credit card terminals
- Assured project completion on schedule & budget through daily or weekly follow-up with all parties involved with system implementations
- Trained business owners on disaster preparedness and implemented business continuity procedures
- Developed Jr. system specialists through in-house & field training
- Maintained customer relationships through regular follow-up & on-site visits
- Conducted PCI compliance audits for businesses processing credit card transactions & trained store management on compliance requirements

1099 Employee – Atlantic Health Systems   June 2003 – November 2007

- Migrated backlog of physical patient records to Electronic Health Records
- Data entry for medical billing
- Outpatient clinic reception
- Surgical scheduling
- Outpatient clinic interim practice management

EDUCATION

M.S. – IT Security   **B.S. - Finance**

Western Governors University   Drexel University

M.B.A. – Finance

William Paterson University