

Gregg Warnken

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PROFESSIONAL PROFILE

- Highly technical and adaptable consultant with a broad range of skills, with a focus on UX/UI, branding, SharePoint, and front end development. Large breadth of knowledge in Microsoft technologies related to SharePoint. Trained in a wide variety of areas including various business solutions using out of the box SharePoint and Nintex capabilities. In-depth knowledge of IT systems and processes
- Technical manager and business analyst with seventeen years' experience in support and client facing roles, with a majority of time spent in management and leadership positions; refined service, customer relations, leadership, team building and communication skills; entrepreneurial mindset
- Strong technical software experience with all Windows PC and server platforms, MS Office, Exchange 2007/2010, Windows Server 200x, SharePoint 2007/2010/2013, Citrix, HEAT, TrackIT, Ghost, DriveImage, Veritas Backup Exec, SQL, Linux, server and PC virtualization, Spiceworks, TrendMicro, Mac OSX
- Broad network and hardware support experience including laptops, PCs, servers, Cisco routers and switches, cabling, Cisco PIX/ASA, WatchGuard, VPN, Tumbleweed, Barracuda, and Brightmail spam filters, network printers, LAN/WAN/WAP support, backup tape drives, Barracuda Backup Server, SonicWALL, Acronis
- Substantial support experience ranging from helpdesk to Tier 3; various antivirus platforms; Exchange migrations; Active Directory administration; on premise, cloud, and VoIP phone system administration; Smartphone support; various remote assistance tools; WebEx/GoToMeeting/videoconference systems

TECHNICAL EMPLOYMENT HISTORY

Abel Solutions Associate SharePoint Consultant

February 2014 to May 2016

- Lead site/UI branding and front end development using custom CSS, HTML, JavaScript, JQuery, custom web parts, SharePoint Designer
- Wireframes, low-fi and hi-fi comps and mock-ups using Balsamiq, Photoshop, Visio and more
- SharePoint 2010/2013 Administration and Planning
- Content management and site configuration, including content types, Managed Metadata/Term Store configuration, creation and configuration of libraries and lists, creation and configuration of SharePoint pages, implementation and configuration of standard web parts, navigation, establishing security, basic branding
- Search, including result sources, result types, crawl configuration, search schema and query building
- Central Administration, including web application creation and configuration, service application creation and configuration, content database creation and administration, site collection creation and administration, app management
- SharePoint and Nintex Workflows
- Microsoft InfoPath and Nintex Forms
- Migrations - Metalogix Content Matrix
- Site Management - Metalogix Control Point
- Power BI configuration
- ECM/BCS configuration
- Yammer configuration and administration
- PerformancePoint configuration
- Windows Server 2008 R2/2012/Hyper-V installation and configuration
- Project Management fundamentals
- Lead Site Owner group and individual training sessions, design reviews
- 5+ months intensive SharePoint training with Abel Solutions

Codesigned Senior SharePoint Business Analyst

March –June 2013

- Met with and interviewed client stakeholders and users to uncover business needs
- Collaborated with clients to translate needs into business requirements
- Prepared User Stories, Use Cases, Information Architecture documents, functional requirements, wireframes, navigational structure, network maps, and site layouts
- Utilized SharePoint 2013 for project plans, workflows, and business intelligence
- Created RFPs for potential client bids
- Created copy for marketing slicks

Gentiva Health Services Business Systems Analyst Supervisor

2012 to 2013

- Facilitate consensus and document timeline / deliverables for business, functional requirements, and testing
- Gather business requirements and translate into functional and technical requirements
- Oversee and perform system and release testing and implementation into production
- Manage, document and disseminate re-iterations of proposed solution
- Identify training needs and assist in development of related training materials for team
- Build relationships with stakeholders, leadership, and members of user community
- Supervise, develop, and direct corporate BA team to ensure success of directives and initiatives

DEKRA America, Inc. IT Manager/Business Analyst

2010 to 2012

- Pilot management of entire technology infrastructure for DEKRA America and all subsidiaries including servers, networks, applications, phone systems, wireless devices, and all related hardware and services
- Direct business analysis and project management for new business acquisitions and potential client relationships
- Created and produced Business Requirements Documents for new software solutions
- Migrated corporate mobile phone service to new vendor to save over \$20K/year in costs
- Integrated newly acquired subsidiaries' existing technology solutions into the DEKRA infrastructure including email systems, phone systems, databases, and all related applications
- Assessed gaps in licensure and server room hardware, and implemented changes to augment server performance and licensure compliance, including creating Hyper-V virtual servers to optimize available hardware
- Hire, train, mentor, and manage IT staff, helpdesk, and outside contractors; implemented an in-house ticketing system and reduced external contractor support to realize a \$24K yearly cost reduction

GreenCraft Group, LLC President/Owner

2006 to 2010

- Performed Level 1-3 PC and networking support and training to private and corporate users
- Led an initiative to integrate construction management software, Chief Architect software, and cabinet design software to streamline processes, shorten lead time, and increase revenue at Sawmill Builders
- Manage IT support needs including PC, notebook, server, printer, and various software support
- Market, sell, and produce residential remodeling projects to private clients as well as general contractors
- Manage all aspects of projects from production to punch, including client/designer interface, material delivery, trade and team management, reporting, change orders, permitting/inspections and budget management

Key Client: ProLandscapes LLC, Network Administrator/ Estimator

- Led the initiative to research and implement plan digitizing and estimating software to create a more efficient and accurate estimating system
- Manage office network, Exchange and Windows 2003 servers, modem and routers, file/print servers, workstations, printers, BlackBerrys, and other technology related issues

Key Client: Oneida Builders Inc., Project Manager/Estimator

- Produced scale drawings and elevations utilizing Chief Architect v.10
- Created accurate estimates for a wide variety of remodeling projects by analyzing blueprints, current industry pricing, and subcontractor bids using HomeTech estimating software

- Managed all aspects of the project lifecycle including estimating, creating scope of work, obtaining permits, scheduling and managing trades, interfacing with architects, designers and engineers, change orders, procuring materials, and ensure effective communication with homeowners

Technisource *Network Administrator/Helpdesk Manager*

2003 to 2006

- Managed multiple outsourced helpdesks and agents, averaging over 3700 calls per month
- Successful in implementing 15 new clients to call center coverage in one year, resulting in increase in revenue
- Assisted in implementing an InterTel ACD/phone system to improve customer service and enhance metric tracking
- Assisted in the migration from Exchange 5.5 to 2003
- Achieved over 97% cross-client SLA compliance vs. goal of 93%

John Wieland Homes and Neighborhoods *Support Technician*

2002 to 2003

- Provided Tier I and II software and hardware support for a base of over 1000 users across the Southeastern U.S.
- Coordinated and perform the migration of 15-20 users per month to new W2000 equipment
- Assisted in the migration to Active Directory and installation of SAN hardware
- Mentored and trained new team members; created documentation for user and helpdesk reference
- Performed regular field office support visits, interacted with builders/project managers to ensure 99% uptime

IBM *Atlanta Delivery Center Project Manager*

1999 to 2002

- Directed distribution and inventory management of redeployed laptops to IBM employees across the U.S.
- Managed a pool of over 5000 assets and components by adhering to IBM Asset Management Guidelines
- Increased the same day machine deployment ratio for the IBM Atlanta Delivery Center from 20% to over 90% in less than three months which resulted in less down time for IBM staffers
- Organized inventory storage and created efficient, streamlined receive processes to ensure data accuracy for over 8,000 assets

OTHER EXPERIENCE

Over 8 years experience in the outdoor retail industry as a product trainer, manager, and instructor at REI, Patagonia, and Go With The Flow

EDUCATION

University of Georgia, 1991: BBA, concentration in Marketing
 A +, Network +, CCNA training
 Abel Solutions SharePoint Consultant Training