

Stephanie Gruss

Experience

Senior Systems Analyst, Fleet IT at Holland America Line (June 2013 - Present)

- Technical Project Manager for new application development and deployment coordination
- Maintain Fleet and Test Oracle and SQL DBMS via Toad and enhance reports using Crystal Reports 10
- Curate multiple SharePoint sites to support data center migration, fleet documentation, and vendor management
- Responsible for data center migration planning, testing, and implementation for all shoreside Fleet IT systems
- Coordinate with vendors in a modified agile development environment leveraging, Scrum, Jira, and KanBan
- Deployed new Internet Service Delivery system to 67% of the fleet in 10 days to meet business demands
- Tier 2/3 production support for more than 25 shipboard IT systems across a 21 ship fleet
- Deployment and UAT manager for Oracle-based Fat-Client applications

Volunteer Coordinator at American Red Cross Serving King & Kitsap Counties (Oct. 2012 - June 2013)

- Developed procedures for new volunteer intake process through a new cloud-based management system
- Trained staff and volunteers to use the system for administrative, social, and disaster support purposes
- Utilized Tableau to evaluate Volunteer Demographics and workforce distribution

Assistant Vice President, Technical Operations Manager at JP Morgan Chase (July 2010 - Aug. 2012)

- Managed a production support team to provide access administration for over 800,000 database/OS accounts
- Provided 24/7/365 support through follow-the-sun scheduling and off-hours tier 2 on-call service
- Supported application team through requirements development, scope definition, and user acceptance testing
- Drove automation and procedure changes in cross-functional project resulting in 2012 cost savings of 4 FTE
- Delivered production support of UNIX, SQL, Sybase, Oracle, and DB2 databases via DBArtisan and Toad
- Created and maintained “living” technical software and procedure documentation on team SharePoint site
- Completed over 31,000 tickets in 24 months by leveraging SQL script automation; surpassing goals by 30%

Office Assistant at Montana Department of Transportation (Oct. 2007 - May 2010)

- Dispatch snow plows, sand trucks, and road crews using radio equipment and multiline phone system
- Answer phone and radio calls from MDT crew, Montana Highway Patrol, and citizens

Editor at *The Technocrat* (August 2006 - May 2010)

- Hire and supervise staff while managing operation and publication of student newspaper at Montana Tech
- Design layout, solicit advertisements, write articles, edit submissions, and make final copy decisions
- Develop and maintain website using Python, HTML, and CSS

Professional Certifications

- PMP (Project Management Professional) (Sept. 2015)
- ITIL (Information Technology Infrastructure Library) v.3 (Oct. 2011)

Development tools and coding languages

- Currently in use: SQL, HTML, CSS, Toad, Microsoft Visual Studio
- Familiar: Java, C++, Python, JavaScript, C#, BASIC, Pascal, Flash

Education

Montana Tech of the University of Montana (Aug. 2004 – May 2010)

- Master of Science, Technical Communication (Technical Writing and Software Documentation)
- Bachelor of Science, Professional & Technical Communication
- Bachelor of Science, Business and Information Technology (Management Option)
- Minor in Mathematics and Minor in Computer Science

Volunteer

United Way Fundraising and Volunteer Committee at Holland America, Member (Aug. 2013 – Present)

Girl Scouts of King County, Troop Leader (Oct. 2013 – June 2014)

Program For Early Parent Support, Group Leader (July 2015 – Present)