

Allen Biehle

www.AllenBiehle.com

Interests: *I am fascinated by technology and by how, in the right hands, it can improve customer interaction and reduce costs.*

Professional Experience

University of Southern California – University Communications

Communications Technology Specialist

June 2011 – Present

- Created a dynamic and responsive IT environment from scratch, using open source tools such as: Request Tracker (a trouble ticketing system), GLPI (an inventory system) and Redmine (a project management system).
- Deployed applications using knowledge in Postfix (an email/mta server), Perl, MySQL, Apache, PHP, Ruby, Mac OS X and Linux.
- Resolved over 600 trouble tickets, including building standardized Mac OS X deployment images, server maintenance, and coordinating the IT aspects of a departmental relocation.
- Assessed the IT assets that belong University Communications and documented the findings within a secured, automatically backed-up, online-accessible database. This was extremely useful in helping to coordinate a departmental move.

AMGEN/Software Management Consultants Inc.

Application Systems Analyst

March 2010 – August 2010 (Contract)

- Utilized advanced knowledge of windows tools (SCCM, Active Directory, USMT, PowerShell, Bitlocker) as part of a massive project to upgrade to Windows Vista and become HIPPA compliant. Traveled to 8 North American AMGEN sites, including Puerto Rico during the project (sometimes working in clean-rooms) to identify and troubleshoot hardware for over 25,000 staff.
- Resolved conflicting reports for over 500 missed systems via Mail Merge, Cold Calls, IM and Face-to-Face communication.

20th Century Fox Entertainment Group

IT Business Analyst Intern

June 2008 – November 2008

- Developed a Unified Communications (UC) global survey (which was used in News Corp.'s UC Strategy). Analyzed different vendors, solutions, and state of implementation at each BU around the world, and presented the results to a cadre of VPs and Executives from within News Corp.

University of California, Santa Barbara (Gevirtz Graduate School of Education)

IT Help Desk Consultant

December 2006 – June 2008

- Assisted and supported over 500 users with all technology needs, including data recovery, Microsoft Office questions and device configuration.
- Maintained documentation in a Request Tracker (RT) based trouble ticketing system. I personally helped solve over 30% of the tickets encountered on a range of difficulty from L3 to L1 support.

Education

University of California, Santa Barbara

September 2004 – December 2008

Bachelor of Arts, Communication and Political Science (Double Major)

- Relevant coursework: “Communication Technology and the Organization,” “Public Speaking,” “Communication Research and Reporting Methods,” and “Group Communication.”

Awards and Certifications

Project Management Institute (PMI)

Certified Associate in Project Management (CAPM)

May 2011

- A CAPM certification affirms fundamental knowledge and an understanding of best practices in effective project management.

Information Systems Audit and Control Association (ISACA)

ITIL V3 Foundation Certification

December 2008

- Earned the ITIL V3 Foundation Certification with 85% correct answers (out of a needed 65%). The ITIL V3 Foundation Certification is a service management and continual service improvement lifecycle model for Information Technology.

20th Century Fox Entertainment Group

Intern Spotlight Award

July 2008

- Received the prestigious Intern Spotlight Award as an acknowledgment of outstanding dedication, impeccable business acumen and consistently high quality deliverables. The award is given to only 2 out of over 100 interns.

Selected Professional Organizations and Leadership Experience

Alpha Kappa Psi Professional Business Fraternity

Web Team Lead/Pledge Professional Chair

March 2008 – Present (Alumni)

- Helped administer the web profile process and provided technical advice to the rest of the web team.

Toastmasters International (Club Gaucho)

President & Other Leadership

October 2004 – December 2009

- Led the club as President for 2007 – 2008, and was accountable for the budget, membership, outreach and training new leadership.