Jared Kaufman   Madison, WI
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Education:
Class of 2018 University of Wisconsin Milwaukee
Bachelor of Science in the School of Information Science and Technology
Minor in Computer Science

Epic Systems (Epic Hosting LLC)   Madison WI   06/2018 – 11/2024
During my time with Epic Hosting I held three major roles concurrently:

Hosting Operations Analyst
Monitoring and supporting Epic's Hosting infrastructure stack. Using a wide assortment of tools and skills to support the 150+ Healthcare organizations hosted with Epic. Troubleshooting within customer environments to provide the best possible End User experience and adapting systems to Epic Hosting's quickly growing needs.

- Network Operations
  - Cisco Networking
  - Circuit Management
  - Datacenter Ops
- Windows
  - DNS/Domain Control
  - Active Directory
  - Printing/Print Management
- Data Analysis/ Data Ingestion
  - ServiceNow (API+Reporting)
  - Splunk/ Splunk ITSI

- Citrix
  - Infrastructure
  - XenApp
  - Director
  - Portal/Storefront
- VMware
  - Deployment
  - vCenter, vSphere, vRO
- Storage
  - Backup Control
  - Tape Management

Hosting Incident Manager
In this role I organized and directed the efforts to resolve End User impacting incidents.
- Forming response teams consisting of members across our various Hosting teams
- Acting as a line of communication from the Hosting team to customer leadership
- Managing customer expectations
- Impact assessment
- Downtime Protocols and Disaster Recovery efforts
- Mediating Root Cause Analysis meetings and assigning out changes to members of the Hosting team\ Area Experts
- Managing strict Customer time commitments in resolution efforts
- Communication to outside teams and vendors during impacting events

Hosting Maintenance Coordinator
In this role I ran scheduled maintenance windows involving the following:

- Confirming runbooks
- Navigating time constraints
- Resolving maintenance issues
- Organizing team members

- Validating End-User systems and workflows
- Communicating start times and all-clears