

Sarr J. Sheffer

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Summary

A team player with excellent communication skills and extensive IT experience in the healthcare, entertainment and investment industries seeking a challenging role that utilizes years of IT, Customer Service and AV experience.

Proficiencies

People Skills

Customer Service Oriented
Excellent Communication Skills
Leadership Builder Coach/Mentor
Vendor Management
Arranging/Organization

Project Management

Data Collection & Analysis
Feasibility & Concept
Planning & Development
Team Development
Contract Negotiation
Execution, QA & Follow Up

Infrastructure

Strategic Design & Architecture
Data Management Technologies
Telecom/Network/Security
Systems & Software
Web Languages & Technologies
Hardware

Experience

Steve Beyer Productions, INC, Henderson, NV

6/2016 – Present

Director of Marketing & Technology

Responsible for just about anything technological at this talent agency/event production company: Design and maintenance of websites. Custom audio engineering, sound reinforcement, video production, photography. All IT responsibilities (mostly website development, file management, remote access, disaster recovery, email, occasional event infrastructure.)

Magic Mountain Resorts, LLC, Londonderry, VT

8/2015 - 4/2016

Director of Sales and Marketing

Hired as Director of Technology and almost instantly replaced the Sales & Marketing guy. Handled all IT and Telecom and then Marketing responsibilities included Social Media, Web presence, Snow Reports. Sales included setting up three POS systems at nine locations in the Ski Lodge. It was a very tough financial year and as the season started late, the owners ended up cutting back on staff including the Office Admin and the Lifts Supervisor. Responsibilities for those two roles included - Payroll, HR, daily Accounting for all departments, scheduling, communication with Mountain Ops & Ski Patrol. It was an awesome opportunity to have all those jobs at once, six days a week.

sheffersolutions.com, Stowe, Montpelier & Chester, VT, Las Vegas, NV

2000 – Present

Freelance Photographer/Videographer & IT Solutions

Life-long hobby has grown to a profession that serves all types of clients, especially those in the entertainment and modeling fields. I've also shot weddings, private parties and corporate events.

Apple One, Las Vegas, NV

8/2013 – 6/2014

Contracted Technician / iPad Support Tech

Work with Clark County School District supplementing their IT team performing imaging of school PCs (using Ghost) and Macs (using Disk Utility.) Assist with their iPad program helping with inventory, imaging and backing up the iPad Sync Stations. Then, for the 2013/2014 school year, was the resident iPad Tech for two middle schools, servicing 2500+ iPads for teachers and students.

Hostmeister.com, Las Vegas, NV

2/2011 – 9/2016

Support Technician

Wide range of tasks supporting a Data Center, with multiple VMware servers, Windows servers, Untangle Firewalls, Cisco Access Points, Remote Desktops. Clients have varying business environments including clinics, contracting, schooling, financial services, etc.

Steve Beyer Productions, INC, Henderson, NV**2006 – 2010****Director of Marketing & Technology**

Responsible for just about anything technological at this talent agency/event production company: Design and maintenance of websites. Custom audio engineering, sound reinforcement, video production, photography. All IT responsibilities (mostly website development, file management, disaster recovery, email, occasional event infrastructure.)

Imagine Performing Arts, Dublin, CA**2004 – 2006****Managing Director**

Responsible for operating this theatre company which was primarily focused on K-12 thespians. Duties included light design, audio engineering, rigging, set design & construction, marketing (website & poster design.) Also hired all staff, “produced” all plays and coordinated eight summer camps (four at a time.)

Auction Butlers, San Ramon, CA**2003 – 2004****Chief Executive Officer**

In early 2003, Sarr founded a new company that recognized a new niche in the online marketplace. Auction Butlers is a professional full-service online consignment shop. Taking advantage of the enormous market afforded by eBay, Auction Butlers provides a service that allows those who want to sell items on eBay but don't have the time (or desire) to go through the sometimes-cumbersome process of listing their items on eBay.

- Provided financial and technological direction.
- Co-developed business strategy. Created a business plan and then a multi-stage business model.
- Architected all infrastructure including network, image hosting, telecom and database.
- Created eight full time positions and then hired and trained staff to fill those positions.

MedAmerica Inc (California Emergency Physicians), Livingston, NJ & Oakland, CA**2000 – 2002****Director of Technology**

Responsible for developing organizational technology strategies and solutions, integrating information, establishing IS policies, procedures and HIPAA security. Managed team of 17 technicians, network administrators and DBAs and provided direction for the corporate infrastructure at four locations including LAN/WAN design, data integrity, security, telecom, desktop/laptop support, web administration, staff training and customer service. Formulated and adhered to annual and three-year business plans/budgets. Provided 24/7 customer service to the physicians' groups within MedAmerica and MedAmerica Mutual.

- Architected all infrastructure including network, database/data warehouse servers, telecom voice and data, as well as all related disaster-recovery plans and procedures for more than 400 users and over 1500 physicians.
- Developed and implemented helpdesk systems for the first time in the company's history with an intranet front-end, automated follow-up and in-depth reporting (trend analysis) at Livingston, NJ and Oakland, CA locations.
- Coordinated the synchronicity between four geographically-separated IS teams, establishing corporate-wide standards, naming conventions, resolved multiple existing conflicts and set the stage for general team spirit.
- Coordinated security and infrastructure on multiple data connections with Hospital management and IS staff.
- Developed and implemented a strategic data warehouse that provided decision support for emergency department patient satisfaction, throughput and utilization management efforts.
- Developed and implemented a HIPAA-ready infrastructure via VPN tunnels and a custom Citrix NFuse solution for remote access to email and other core applications via a standard web browser.
- Designed two separate secure, multi-site NT and UNIX web infrastructure configurations and commissioned web-hosting services, to establish those configurations in disaster-ready environments; maintained relationships with vendors; coordinated OS patches, upgrades & database management.
- Managed the separation of technological infrastructure, when the NJ group elected to divest from the CA group.

Soros Fund Management, LLC, Manhattan, NY.**1994 – 2000**

Soros is an investment firm specializing in Hedge Funds, Macroeconomics and Private Equity. This group had portfolio managers and analysts based in Manhattan, London and Hong Kong. Soros also shared management of several affiliates, including The Chatterjee Group and C-S Aviation INC.

Helpdesk Director**(1997 – 2000)**

Responsible for Customer Service and implementing IS Policies and Procedures.

- Developed a three level, customer-service helpdesk, which supported over 400 users worldwide.
- Established a global team, which functioned as a single 18-man unit. Designed and implemented web access to our call-tracking and inventory system.

Network Administrator & Senior Project Manager**(1994 – 1997)**

Responsible for all infrastructure at three global locations, Manhattan, London and Hong Kong, including LAN/WAN design, security and maintenance, telecommunication, and data integrity.

- Designed, implemented and maintained a network of multiple servers (Novell 3.x, 4.x & NT4.0), routers and WAN Connections. Kept servers backed up, applied the latest patches and service packs and maintained an up-to-date schematic in Visio. Migrated from Novell to NT and from IPX to IP. Converted email from GroupWise 4.1 to MS Exchange 5.5, keeping both systems (old and new) looking familiar to the user. Implemented SMS 2.0.
- Customized Market Data Desktops (Reuters, Bloomberg, Bridge, FirstCall, ILX, Knight-Ridder, etc.) Worked with Portfolio Managers, Analysts and the Trading Room as a liaison with Market Data vendors.

Sheffer Digital, Panama City, Panama**1992 – 1994****Owner**

Owned and operated a recording studio creating mostly jingles and demos.

Professional Keyboardist, Chicago, Los Angeles, Reno & Las Vegas**1977 – 2010**

Performed with various Music Acts & Arts including.

- Gina Eckstine, Bill DeLoach, The Checkmates, Al Jarreau, Peter Noone,

Education**Global Knowledge Networks****New York, NY & Santa Clara, CA**

MSCE Track including AD Enterprise Architecture, SQL, W2K, Win NT, MS Exchange, SMS

FutureLink WorkForceIQ**New York, NY**

Citrix MetaFrame 1.8 Administration, Adv Server Implementation and Resource Management

New York Institute of Finance**New York, NY**

Fundamentals of the Securities Industry I and II

New York University**New York, NY**

Intensive Local Area Network Course

Dick Grove School of Music**Studio City, CA**

Composing & Arranging, Piano

California State University**Northridge, CA**

Studied Voice and Piano, BA in Music Composition

Pierce Community College**Woodland Hills, CA**

AA, Music Education