

# AMANDA WHYRICK

Ava, Missouri · (402) 261-2549

[amandawhyrick@gmail.com](mailto:amandawhyrick@gmail.com) · <https://www.linkedin.com/in/amanda-whyrick/>

Vice President of Information Technology with 10+ years of progressive experience as a subject matter expert in IT project management, IT management, and implementing IT initiatives for one of the largest Deaf nonprofit organizations in the US with annual revenue of \$40 million. Supervised full-time staff of 8+ and independent contractors with implementing, configuring, managing, and maintaining organization-wide IT infrastructure while spearheading technology initiatives with information security and compliance framework mindset. 10+ years progressive of hands-on experience with migrating IT infrastructure from an on-premises data center model to 100% cloud-based model including planning, implementing, deploying, and testing virtual data centers.

## SKILLS

- IT project management with Agile and waterfall methodology throughout the SDLC
- Experience with ERP design, implementation, integration, and management
- Information security and compliance management
- Technology infrastructure design and implementation
- Azure, Office 365, Dynamics 365, AWS, and GCP systems administration
- Lead data migration projects from multiple systems
- Integrations across various platforms with out of the box native and non-native integrations using API, XSLT, and SFTP
- Lead a diverse team
- IT budget management
- Risk mitigation
- Excellent communication skills
- Excellent problem-solving skills
- Technology solution(s) proposal writing

## EXPERIENCE

### COMMUNICATION SERVICE FOR THE DEAF, INC. - REMOTE

05/2016 - PRESENT

03/2022 - PRESENT

#### VICE PRESIDENT, INFORMATION TECHNOLOGY

- Oversee the strategic direction as the subject matter expert of information systems, services, and manage a diverse team of technology specialists
- Develop and implement the IT vision, strategy, and supporting roadmaps that are in alignment with the company's long-term business strategy
- Oversee and monitor progress on development projects ensuring the reliability of IT systems and infrastructure
- Manages a team that configures, maintains, and supports the infrastructure consisting of Azure, AWS, GCP, virtual data centers, Salesforce, Dynamics 365, Office 365, Cisco Meraki networks, VPN, DNS, DHCP, Active Directory, and more
- Oversee a technology-centric compliance and auditing program
- Conduct analysis, requirements gathering, and design of critical technology infrastructure and drafted recommendation proposals for the leadership team that outlines the rationale, ROI, and benefits that the recommended platform will bring to the organization
- Manages \$2+ million organization-wide technology budget while saving the organization approximately \$300,000 per year for the last three years by cutting technology costs that are no longer necessary or implementing alternative cost-effective solutions
- Manages 8+ members of the IT team managing department-wide KPIs, goals, and performance

**04/2021 – 03/2022**

**INFORMATION TECHNOLOGY DIRECTOR**

- Led IT project management of ERP solutions for the organization with Intacct, Namely, Dynamics 365, and Paylocity for the duration of the entire SDLC from pre-implementation, implementation, and post-implementation phases utilizing Agile software development methodology
- Manages IT service contracts, leases, MSAs, and SOWs with telecommunications, third-party vendors, SaaS applications, and external IT services firms
- Conducted and led user acceptance testing of applications before deployment to production
- Collaborated and managed internal and external resources ensuring that the application is implemented in a way that is aligned with business requirements, objectives, and expectations
- Directs a comprehensive information security program encompassing all physical and virtual information technology infrastructure including but not limited to working towards or complying with NIST 800-53 rev. 5 framework, PCI certification, SOC2 Type 2 attestation, comprehensive written information security policy with supplemental policies
- Managed a team that supports the configuration and maintenance of cloud-based SaaS as Azure, Office 365, Google Cloud Platform, AWS, VM Salesforce, Dynamics 365, Intacct, Nexonia, and more
- Developed supporting documentation of various platforms for technical and end-user constituents

**01/2019 – 04/2021**

**INFORMATION TECHNOLOGY OPERATIONS MANAGER**

- Oversees the engineering development, testing, and deployment of web-enabled solutions
- Manages purchasing, maintenance, and optimization of hardware and software utilized organization-wide
- Manages a technology-centric compliance program focused on ensuring data security and compliance with business requirements
- Manages the day-to-day technology compliance by devising and establishing IT policies, guidelines, and systems that support Leadership strategic goals for the organization
- Coordinated with business unit leaders to identify opportunities to enhance existing or implement new technology solutions to address business challenges

**05/2016 – 01/2019**

**SYSTEMS ADMINISTRATOR**

- Planned, configured, and implemented large scale migration of on-premises servers from two data centers in two geographical locations to 100% cloud-based infrastructure utilizing Azure, O365, AWS, VMware, Cisco, Dynamics 365, virtual networks, VPN gateways, and GCP
- Migration of business mission-critical servers and networks from on-premises to the cloud with various platforms including but not limited to VMWare, SAN, Active Directory, Azure, O365, Dynamics 365, Azure VPN gateway, on-premises Exchange 2010, Exchange Online, file server, OneDrive and SharePoint, POTS to VoIP, AWS, Cisco Catalyst & Nexus, and virtual networks
- Configure, maintain, and troubleshoot Five9 and CosmoCom call center platforms
- Configure and maintain WAN, LAN, and VoIP telephony solutions for 10+ remote offices
- Configure and maintain cloud-based applications such as O365, Dynamics 365, SharePoint, Azure, AWS, GCP

**SOUTHEAST COMMUNITY COLLEGE – LINCOLN, NEBRASKA**

**02/2015 – 05/2016**

**NETWORK SYSTEMS TECHNICIAN**

- General network and systems management, operations, and maintenance of LAN and WAN networks across 5 campuses
- Install, configure, and manage SQL, Active Directory, Exchange, Solar Winds, ADP, Symantec, NAS, and an assortment of servers hosted in a mixture of VMWare and on-premises server farms across 5 campuses

- Work with vendors and third-party resellers on various IT infrastructure technology budgets, infrastructure costs, configuration, and management
- Install, configure, maintain, and troubleshoot intrusion prevention systems, Cisco and Aruba networks which include firewalls, routers, switches, wireless access points, and captive portals

**DELL SERVICES – LINCOLN, NEBRASKA**

**06/2013 – 03/2019**

**SENIOR NETWORK SUPPORT ANALYST**

- Troubleshoot, report, and resolve T1, T3, ATM, Frame-Relay, MPLS, and SONET issues to ISP and work with local contact on LAN connectivity issues
- Troubleshoot and resolve issues on Cisco routers, switches, Juniper, Nexus, and Riverbed Steelhead devices
- Manage and troubleshoot IP blocks and ACLs on Cisco ASA firewalls
- Perform move, add, change, or delete of hostnames and interfaces from monitoring
- Troubleshoot network issues with local contacts and walk them through changing UPS, WIC card, cabling, rebooting, and gathering network performance statistics from them

**EDUCATION**

**DECEMBER 2020**

**MASTER OF SCIENCE IN MANAGEMENT OF INFORMATION SYSTEMS, UNIVERSITY OF NEBRASKA AT OMAHA**

Coursework includes Management of Software Development, Advanced Systems Analysis and Design, IT Infrastructure and Cloud Computing, Enterprise Architecture and Systems Integration, Data Management, Managing the Information Systems Function, Information Warfare and Security, and Information Systems and Quantitative Analysis

**MARCH 2015**

**BACHELOR OF SCIENCE IN SYSTEMS AND NETWORK ADMINISTRATION, BELLEVUE UNIVERSITY**

**MARCH 2013**

**ASSOCIATE OF APPLIED SCIENCE IN COMPUTER INFORMATION TECHNOLOGY, SOUTHEAST COMMUNITY COLLEGE**

**ACTIVITIES**

- Serving on the board of Nebraska ADA Task Force since 2018
- Served on CSD Learns Cybersecurity STEM panel for K-12 deaf and hard of hearing students