



SHAE SPRIGG

IMPLEMENTATION ENGINEER

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San Diego, CA www.shaesprigg.com

+ SUMMARY

I have over 20 years of experience in the technology sector, most recently as IT Director at Dine Technology.

In addition to a can-do attitude, I can also teach - I've traveled the country extensively, conducting technical training for corporations such as Toast and E*Trade Securities, with consistently high scores in class evaluations, and several recognitions for outstanding work.

+ SKILLS



+ EXPERIENCE

TECHNICAL TRAINER

WEBSITE DEVELOPER

NETWORK ENGINEER

+ PORTFOLIO

VIEW MY WORK:

www.shaesprigg.com

+ HISTORY

2023 - 2024

IT DIRECTOR | DINE TECHNOLOGY | SAN DIEGO, CA

- Systems administrator for the M365 suite, Mimecast, ClickUp, FunctionFox and Restaurant 365
- Identified technological needs, and made recommendations to company decision-makers
- Implemented company wide technology updates and delivered appropriate staff training
- Toast POS systems analyst - solved complex accounting and configuration issues, facilitated management and staff expert training

2021 - 2023

SYSTEM IMPLEMENTATION ENGINEER | SORA PARTNERS | SAN DIEGO, CA

- Responsible for the networking, installation and configuration of Toast POS systems, on-site or via video conference
- Facilitate expert training for restaurant management and staff, from menus to accounting
- Creator and Administrator of the internal "Intranet"; responsible for documenting all company procedures in searchable data
- Selected for the "Premium Toast Training" Team, and for the Sora Partners internal training team

2005 - 2021

WEBSITE DEVELOPER | LIQUID BLUE DESIGNS | SAN DIEGO, CA

- Consult with clients to perform requirements analysis, illustrate wire frames, and set project milestones
- Create websites, product configurators and marketing materials for a variety of businesses and organizations
- Known for ability to produce high-quality deliverables that meet or exceed timeline and budgetary targets

2010 - 2016

DIGITAL MARKETING MANAGER | PROMODZ | SAN DIEGO, CA

- Responsible for conceptualizing and executing marketing strategies
- Website/graphic designer, copywriter, and creator of weekly content across several social media platforms
- Project Manager: Responsible for budgeting and forecasting, expense reporting, status reporting, and execution

2003 - 2005

SOFTWARE TRAINER | SOFTWARE ANSWERS | ORLANDO, FL

- 75% nationwide travel to instruct 4-day onsite software training classes for new clients
- Helped facilitate the post-sale implementation process, to ensure a smooth transition to training
- Configured and re-engineered software to fit the needs and wants of the customer