

Sheldon Tanis

IT Director

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Technical Skills

Networking:	VPN, TCP/IP, DHCP, DNS, FTP, WIFI, Cisco, Ubiquiti, VOIP, NAS
Ticketing Platforms:	Service Now, Jira
System Administration:	Torii, O365, NexThink, SCCM, Intune, Azure, Windows, Group policy, Citrix, VDI, OKTA, Active Directory, Rippling, Hubspot, Simplero, OnceHub IGEL, G-Suite, Adobe, DocUsign, Shopify, Shipstation, Zapier, N8n, Aloware, Kixie

Core Competencies

Project Management	Interpersonal Skills	Decision Making
Attention to Detail	Problem Solving	Strategic planning
Change Management	Mentorship	Information Management
IT service management	Technical Competence	Customer Service
Agile Methodologies	Oral Communication	Teamwork

Experience

PompaProgram.com / IT Director

05/2024 - Current

- Lead a global IT team of 5, establishing scalable frameworks for support operations, documentation, and automated ticketing workflows, improving efficiency and consistency across the organization
- Designed and implemented project management and sprint methodologies, enabling structured delivery for cross-functional IT and business initiatives
- Led procurement and full deployment of Okta (SSO, SAML, SCIM), automating user lifecycle management including provisioning, deprovisioning, and role-based access control
- Enabled SSO across 25+ SaaS applications, strengthening security posture while improving employee access experience
- Built executive-level dashboards in Jira and Looker Studio to track KPIs, team performance, and operational health metrics
- Conducted SaaS audit and license optimization across 500+ applications, identifying cost savings and reducing software sprawl
- Developed internal company intranet and knowledge base, centralizing resources and improving employee self-service support
- Implemented performance scorecards for Engineers (Levels I-III), aligning individual output with organizational KPIs
- Established Google Workspace security controls, including phishing protection, spam filtering, and custom policy enforcement
- Architected a centralized data lake in Google BigQuery using API integrations and n8n automation, enabling unified reporting across SaaS platforms
- Managed HRIS integrations between Rippling and Okta, ensuring accurate identity governance and streamlined onboarding/offboarding

Wayfair.com Summary: Over a decade at Wayfair, demonstrated significant growth in leadership and expertise resulting in promotions from ITS Engineer to Global Senior Engineering Manager. leading diverse teams, pioneering ServiceNow implementations, and driving operational efficiencies with ticketing data, roadmaps, and KPIs.

- Streamlined the Identity and Access Management team, boosting efficiency by strategic realignment, thorough documentation, and focused training, shifting 40% of tickets to more cost-effective tier 1 groups and reducing team size from 4 to 2 while increasing automation via sailPoint ticket fulfillment.
- Fostered in-house expertise to connect technical support and engineering, enhancing communication and pinpointing training/documentation needs for self-service and Tier 1 support. Generated 294+ knowledge base articles, 45 Service Now templates, and 30+ known error database articles.
- Implemented ServiceNow data analytics to refine decision-making, identify training opportunities, and boost team performance with weekly KPI reviews.
- Led and motivated a 10-member, diverse, remote team, achieving significant improvements in team dynamics and performance utilizing Jira for sprint planning.
- Monitoring, Maintaining and patching over 22,000 devices with SCCM, Intune and Jamf.

- Key architect in ServiceNow advanced workgroup assignment, boosting operational efficiency from 43 tickets per tech per week to over 100+ per tech per week.
- Elevated first contact resolution from 73% to 97%, and reduced issue resolution time by 11%, through process enhancements and a culture of excellence.
- In a challenging environment with a 32.7% ticket volume increase and 6.1% headcount reduction, I raised the average tickets resolved per engineer from 21.5 to 105.9 weekly, demonstrating exceptional resource and process management.
- Successfully managed the opening and decommissioning of facilities in Utah and Oregon, ensuring smooth transitions for over 4000+ endpoints.

- Expertly managed database changes, server upgrades, network management, and maintenance of printers/scanners and VOIP systems, alongside resolving hardware and software issues.
- Rolled out customer-facing technology, including walk-up iPad ticketing stations, Paymetric pin pads, and a video wall, improving transactional efficiency, compliance, and accessibility.
- Orchestrated a seamless transition from Windows 7 to Windows 10, ensuring modernized systems and heightened security.
- Developed a custom script for weekly computer reboots, cutting ticket impacts by 43% and markedly improving system reliability and user satisfaction.

- Led on-site technical support for a warehouse facility, managing database modifications, server upgrades, network administration, and RF gun deployment while maintaining high system reliability standards.

- Trained ITS engineers on remote support best practices, built a knowledge base that scaled Wayfair's work-at-home program to 450+ Utah employees, and tested Meraki/VOIP solutions supporting the global remote workforce.

Education

Stevens Henager College - BS, Computer Science and Networking

Salt Lake City, Utah