

Jake Ortman

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Summary

Jack-of-all-trades geek who has done a bit of everything: Prolific blogger, web developer, systems administrator, inside parts sales, Connectwise administration, copywriting, marketing, and print design.

Experience

Factotum, Scapegoat

Weston Technology Solutions

Jan 2014 - Present (9 years +)

Wearer of many hats, the circle of blame flows through me (see www.isitjakesfault.com). In charge of inside parts sales and project sourcing and quoting (over \$800,000 in parts sales in 2022), primary ticket dispatch, ConnectWise Manage and Sell (Quosal) administration and automation, contract development, administration and reconciliations, marketing, vendor relations, website administration/development, and a whole lot more.

Chief Geek

orty.com Technology Solutions

Jan 2000 - Aug 2021 (21 years 8 months)

Jack-of-all-trades Freelance consultant, tech therapist and tinkerer.

Service Manager

Weston Technology Solutions

May 2012 - Jan 2014 (1 year 9 months)

In charge of service department, directly managing nine in-office and remote technicians and dispatchers. Lead on technician time and billing reviews, QA checks, productivity reporting metrics.

IT Director and Graphics Designer

Discover Sunriver Vacation Rentals

Apr 2006 - May 2012 (6 years 2 months)

Responsible for Web site maintenance, systems administration (Windows server and 20 users), tech support, network, computer and telephone system issues, design and implementation of marketing campaigns (from e-mail marketing, SEO and print design) as well as rental home photography.

IT Manager, Designer, Jack-of-all-Trades

Sunray Vacation Rentals

May 2002 - May 2012 (10 years 1 month)

In charge of Web development and marketing (including SEO and PPC), print and web design as well as systems administration, tech support and maintenance of 20-client and six-server Windows 2000/

XP and Citrix Metaframe terminal server network. Maintain secure long-haul WiFi connections to branch offices.

Installation Manager

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Jul 2000 - May 2002 (1 year 11 months)

Installation Manager, project manager, customer support technician. In charge of moving clients and staff through installation and setup processes, making sure deadlines were met. Remote and in-person support for sales team and over 200 University and corporate clients in four countries.



Online Director, Columnist

Oregon Daily Emerald

Feb 1998 - Jun 2000 (2 years 5 months)

Online Director/Editor, Columnist, Freelance Photographer. Oregon Daily Emerald's first online editor, brought the newspaper into the digital age, custom rebuilding the website, registering first domain, building advertising standards and integrating their print workflow into the online medium.



Online Intern

Statesman Journal / Gannett

Jun 1999 - Sep 1999 (4 months)

Summer Internship. Researched and developed database-driven hosting and management solutions for online news content. Worked with Sales department to produce products for clients.

Education



University of Oregon

Bachelor of Science - BS, Journalism

Jan 1997 - Jun 2000

Minor in Computer Information Technology

Skills

ConnectWise Sell • ConnectWise Manage • Tech Support • Email Marketing • System Administration
• Inside Sales • Microsoft Office • Procurement • Quality Assurance