

Jake Ortman

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Jack-of-all-trades geek who has done a bit of everything. I've been a prolific blogger, having been featured in local and national media. I'm been a web developer, having developed, designed, and fixed dozens of Web sites. I've been a system administrator, in charge of multiple remote and onsite Windows and Linux servers and workstations. I've been in charge of inside IT sales, clearing \$900K+ of parts sales in 2022. I've been an internal systems administrator, in charge of Connectwise Manage and Sell administration and integration. I've been a communications manager, in charge of copywriting, marketing, SEO and design. I'm a percussionist, having played with ensembles around the state of Oregon. But most of all, I'm a dad of two wonderful young women.

Work Experience

Scapegoat (aka Sales, Admin, Connectwise Guru, Accounts, Operations, Etc...)

Weston Technology Solutions - Bend, OR

January 2014 to Present

In charge of marketing, vendor relations, inside parts sales and project sourcing and quoting (over \$800,000 in parts sales in 2022), ConnectWise Manage (PSA) and Sell (Quosal) administration and automation, contract development, administration and reconciliations, website administration/development, assist with account management and a whole lot more. I'm also the dude that gets pinged for oddball website and domain/DNS service tickets because I know things. The circle of blame flows through me. (See www.isitjakesfault.com)

Chief Geek

orty.com Technology Solutions - Bend, OR

January 2000 to Present

Jack-of-all-trades Freelance technology consultant and tinkerer with experience in Web hosting and development, managing cPanel-powered web servers running CentOS, Apache, PHP. Custom high performance computer and server build outs and tech support, various projects involving Qnap, Synology, and Unraid NAS devices, Docker hosting, Misc. Raspberry Pi and networking projects (experience with Unifi/Ubiquiti and pfsense networking equipment), Cloudflare for Teams, low voltage wiring and networking, and much more.

Service Manager

Weston Technology Solutions - Bend, OR

May 2012 to January 2014

Service manager and primary dispatcher for Managed IT Service Provider for our Bend and Anchorage offices. In charge of service department, directly managing nine in-office and remote technicians and dispatchers. Lead on ticket management, technician time and billing reviews, quality assurance checks, daily and weekly productivity reporting metrics. Primary scheduler and service dispatcher, setting priority levels on tickets and making sure that issues are being handled by appropriate consultant in a timely manner.

IT Director and Graphics Designer

Discover Sunriver Vacation Rentals - Sunriver, OR
April 2006 to May 2012

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 - Sunriver, OR
May 2002 to May 2012

In charge of Web development (PHP back-end) 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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July 2000 to 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
February 1998 to June 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
June 1999 to September 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

Bachelor of Science in BS, Journalism

University of Oregon
January 1997 to June 2000