

James Hollis Hofmann (Jim)

<https://www.linkedin.com/in/jameshofmannjimpst>

I am a versatile and accomplished Information Technology professional with 20 years of experience. In my most recent role, I led an internationally dispersed team for eight years. I managed hundreds of Salesforce orgs and an AWS cloud computing backend of over five hundred EC2 servers and over a thousand databases, spanning two continents.

Acknowledged for being creative, supportive, and for developing strong working relationships, I received two "People's Choice" awards at Zilliant: first while working on-site in 2015, and then again in 2020, while working remotely. I have been an effective, fully remote worker since 2016.

I have a proven track record of training, scripting and automation; troubleshooting, problem solving, technical writing, network administration, agile software development, and database administration, using a variety of languages, tools, and technologies. I am a Salesforce Certified Administrator and "Double Star Ranger;" demonstrating my proficiency with the Salesforce platform.

In December 2025, I completed my Bachelor of Science Information Technology degree at WGU.

Education and Work Experience

Bachelor of Science Information Technology WGU Class of 2025
Met my personal goal of staying with Zilliant until it was sold then cashed in my stock options to return to school full time. I acquired several certifications and my bachelor's degree in information technology.

TechOps Lead / DevOps Zilliant Mar 2014 - Jul 2022
As Team Lead, I ran daily "standups" that also served as handoff meetings between EU and USA time zones. Coordinated with executive leadership and department stakeholders, ensuring my team members had the training, tools, motivation, and correct prioritization for their tasks (Servant Leadership). Worked directly with vendors and high-profile customer projects, serving as an Engineering contact point for problem resolution. Provided technical writing and reports; and worked with department managers to ensure internal service KPI commitments set and met. Established procedural Best Practices, compiling recommendations from AWS, Red9, Microsoft, etc.

Enjoyed the collaborating with stakeholders at all levels and working face to face with customers on high profile projects ~ problem solving, performance tuning, establishing and documenting processes; training and leading by example were my favorite aspects of this position.

Associate Operations Engineer Zilliant Feb 2013 - Mar 2014
Supported this rapidly growing software company, being as adaptable and resourceful as possible. Administrated Rackspace assets ~ SQL, FTP, Application, DC, File, and Tableau servers, as well as our third-party services like SendGrid. Utilizing a modified Agile methodology, helped migrate our product to a fully SAAS platform at AWS. Tracked and documented projects and Helpdesk tickets using Atlassian software (Jira, Confluence).

Software Developer I

Fusion Labs

Apr 2010 - May 2012

Put on a developer hat to help Blackbaud analyze VB6 'WinForms' and then write .NET web pages to replicate the look and feel of each form. Later helped Fusion Labs build out GrantedGE that served an opportunity we spotted; flew around the country assisting non-profits with their implementations and integrations of GrantedGE.

Windows Network Administrator

Fusion Labs

Jan 2008 - Mar 2010

Monitored, maintained, and upgraded all Microsoft related aspects of our datacenters and network of client accounts that included coast to coast travel for onsite services.

Datacenter Operator

Fusion Labs

Nov 2005 - Jan 2008

10-hour shifts. Traveled between DCs, installed, configured, and repaired servers (power supplies, RAIDs, cable routing, crash mitigation); and installed racks and network enabled UPS devices. Managed tapes and coordinated storage rotations with Iron Mountain. Access control, break fixes, change management, shift summaries, and customer ticket requests.

Implementation Staff Consultant

RealPage, Inc.

July 2001 - Nov 2004

Started in Data Migrations, advanced to team lead. Partnered with Engineering to improve processes until our automations reduced Data Migrations' team size requirements from 20 people to 6. Promoted to Implementation team. Worked with sales, remote consultants, trainers, and occasional direct customer support. Utilizing my multi-department perspective, I produced a Microsoft Project template that better tracked time and resources throughout the OneSite sales, implementation, and training processes.

Current Certifications (Links available via LinkedIn profile provided at top of first page)

AWS Certified Cloud Practitioner

CompTIA A+ CE

CompTIA Security+ CE

CompTIA Network+ CE

ITIL 4 Foundation - IT Service Management

Linux Essentials Certification

Salesforce Certified Administrator (ADM201)

Salesforce Certified Associate