

JARIN DYKSTRA

Customer Success leader. Champion of tech pros.

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Fly Over State (Oklahoma)



HOW I FIT

I can envision the future of technology. It is amazing, and I want to help companies grow and succeed in that future.

I have a fascination for the capabilities of technology and a high respect for technical professionals who are implementing it. Combining these skills to help build people and companies has been my life's work. My career progression includes many examples of successful building in customer success, product creation, product delivery, and IT administration.

I am an excellent fit in a company where I can deliver value using my IT background, customer focus, and administrative skills.

EXPERIENCE

Customer Success Executive (CSE)

Okta

10/2017 - Ongoing Remote, San Francisco, CA

Identity Management and Security

- Technical and relationship lead for Okta's Fortune 500 clients
- Customer product liaison

Sr. Manager - IS Ops & Infrastructure

Seventy Seven Energy / Patterson-UTI

04/2014 - 09/2017 Oklahoma City, OK

Oilfield services company

- Managed complete "greenfield" infrastructure stand up after spin-out
- Reduced IT budget including \$2M Microsoft reduction

IT Manager

Chesapeake Energy

01/2012 - 04/2014 Oklahoma City, OK

Energy Exploration & Production (E&P) company

- Managed L1, L2 Support while completing major ITIL upgrade
- Developed first IT budget system and process
- Built Supply Chain Analytics function from scratch

SKILLS

People Leadership

Customer Relationships

Process Improvement

Administration

Lego Set Building

TOOLS I USE

✓ **Reminders**
To manage my time & productivity

 **16personalities.com**
To learn about myself and my team

 **Focus@Will**
To stay focused while working

 **Gmail & Slack**
To stay connected from anywhere

 **Atom text editor**
To build my code proficiency

CERTIFICATIONS

Certified Public Accountant (CPA)
Oklahoma Accountancy Board

EXPERIENCE

VP & CIO

Essar Minerals Americas

📅 2009 - 2011 📍 Charleston, WV

Mining subsidiary of major Indian steel conglomerate

- Implemented SAP within 6 months of my arrival (FI/CO, SD-Mining)
 - Transformed IT from ad hoc Linksys routers and Best Buy PCs into a connected enterprise
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Manager

Stinnett & Associates

📅 2007 - 2009 📍 Tulsa, OK

Outsourced business process and internal audit firm

- Served as Interim CIO for major energy client including rebuilding of IT staff
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Principal Accountant & IT Director

Gateway Pro Partners

📅 2006 - 2007 📍 Nashville, TN

Joint venture manufacturing facility

- Financial process development utilizing newly implemented SAP
 - Complete stand up of IT infrastructure from scratch
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Program Manager

Gateway

📅 2005 - 2006 📍 Irvine, CA

Cow spotted PC manufacturer

- Internal Audit / Operations Liason
-

President

Lifenet

📅 2002 - 2005 📍 Durant, OK

Regional VAR

- Built team, process, systems, and customers in this startup experience
-

General Manager

ISC Computers

📅 1999 - 2002 📍 Durant, OK

Regional VAR

- Developed and implemented new retail concept
-

Engineering Program Manager

Gateway

📅 1997 - 1999 📍 North Sioux City, SD

Cow spotted PC manufacturer

- Managed full engineering lifecycle from product concept to delivery

CERTIFICATIONS

Certified Info Tech Pro (CITP), Certified Global Mgmt. Accountant (CGMA)

American Institute of Certified Public Accountants

Certified Fraud Examiner (CFE)

Association of Certified Fraud Examiners

EDUCATION

BBA in Accounting

Southeastern Oklahoma State University

- NASA, Governor, Faculty, and Foundation Scholarships
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INTERESTS

 Cloud Technology

 Developing my dev skills

 Travel

 Commercial Aviation

 Architecture