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## Summary

James has 10 years of IT experience, covering a wide variety of software. His Linux experience covers a variety of packages (Both proprietary and open source) and distributions. Additionally, he is well versed with Microsoft Windows operating systems and the support of many desktop software packages (Both proprietary and Open Source). He is able to identify and create time saving alternatives for tasks requiring significant investments in time and interaction.

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## Technical Skills

- **Operating Systems:** Mac OS X; Linux: ESXi 4; Ubuntu, Debian, Fedora, CentOS, Red Hat; Windows: XP, Vista, 7, 2008 R2
  - **Design and Coding:** bash shell script; Windows shell script; WSH; Visual Basic Script; JavaScript; Perl; Windows PowerShell
  - **Applications:** VMware; Ghost; LibreOffice; MS Office Suite 2010; MS Visio/Project 2010; SVN; Atlassian Confluence; Atlassian JIRA; Apache 2; Exchange / Active Directory MMC; Backup Exec; Microsoft Deployment Toolkit; Windows AIK
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## Professional Experience

Red Hat (Raleigh, NC) January 2011 - Current

### Windows Desktop Administrator

*Design, document, implement and support Active Directory joined Windows 7 Corporate Standard Build.*

- Designed and tested Windows 7 desktop to meet the needs of internal users with requirements for Windows only tools.
  - Implemented and maintained Windows 7 desktops using Windows Deployment Toolkit.
  - Managed and supported tertiary software for Windows 7 deployment (Anti-virus solution, folder redirection, etc.).
  - Composed support documentation pertaining to Red Hat's Windows 7 Corporate Standard Build for end users and support personnel.
  - Provided escalation support for systems where existing documentation did not cover circumstances.
  - Provided technical training and mentoring for internal Service Desk personnel.
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Red Hat (Raleigh, NC) *Contracted through TekSystems*

October 2010 – January 2011

### Desktop Support

*Support of internal employees, local and remote, on desktop and laptop hardware and associated peripheral devices on RHEL 5, RHEL 6, Windows XP, Vista, Windows 7 and Mac OS X platforms.*

- Provided technical support and guidance for internal users on desktop/laptop hardware and software.
  - Troubleshoot and resolved rsync backup problems on RHEL desktops.
  - Installed updates and new software packages on RHEL desktops when necessary.
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Received and responded to incoming calls and remedy tickets.

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DocSite (Raleigh, NC)

February 2010 – October 2010

### Desktop Administrator

*Desktop administration and server administration in a 99% Microsoft environment. Provided support to local and remote users for desktop, phone and terminal services for users on Windows XP, Vista, Windows 7 and Mac OS X platforms.*

- Performed on-site and remote support of complex desktop problems for end-users.
  - Recommended and implemented corrective solutions including off-site repair for employees as needed.
  - Developed and maintained an inventory of all computer related components, equipment, and software.
  - Liaised with third-party support and PC equipment vendors.
  - Managed company's Fidelity VoIP solutions. IVR menus, dial plans, call routing, and phone extensions/queues.
  - Documented and automated desktop configurations with WIM images, unattended installation media, VBS and batch files.
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iContact (Durham, NC)

October, 2008 – November, 2009

### Junior Systems Engineer

*Desktop Support and administration of Debian / Ubuntu Linux and Windows servers in company datacenter.*

- Performed user account creation, deletion, and configuration. Provided developers with access to subversion, JIRA, and Confluence.
  - Assisted in installation and maintenance of internal servers, networking equipment, and other supporting hardware.
  - Analyzed system logs to identify potential issues, and respond to system reported problems.
  - Provided technical assistance/support for employees using desktop platforms (Windows Vista, Windows XP, Mac OS X, and Ubuntu Linux).
  - Responsible for documenting system and software configurations.
  - Composed documentation to provide employees with procedures and walk-throughs for common questions and problems.
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Hewlett-Packard (formerly Opware Inc.) (Cary, NC)

December, 2006 – October, 2008

### Technical Solutions Consultant for Datacenter Automation Software – Level 1 & Level 2

*Provide international application support to Systems/Network Administrators and Sales Engineers for Opware Server and Network Automation Software.*

- Enhanced availability for senior resources by providing initial customer contact and collecting common troubleshooting information.
  - Reviewed customer log files to determine cause for unexpected software behaviors.
  - Assisted with identification and isolation of server hardware/OS configurations causing application issues (Windows, RHEL, Solaris).
  - Documented troubleshooting and application information in Knowledge Repository.
  - Worked with engineering team to reproduce and document software defects and provided customer with workarounds.
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## Projects

### Tenure at Red Hat

- **Standardized Windows 7 Desktop platform for internal users**  
Developed, from the ground up, standardized Windows Desktop using Microsoft Deployment Toolkit for internal users requiring the use of Windows only applications to perform their primary duties for the company. Integrating FOSS software already in use across the enterprise was a requirement as well as documenting process for deploying dual boot systems that were required to be encrypted at rest.
- **Created and maintained Windows User Community and Service Desk documentation**  
Documented unique configuration and problem items for Red Hat's Windows 7 Standard Desktop. Documented detailed explanations and processes for deployment and troubleshooting of these desktops for internal support personnel. User facing documentation was composed and put in place to reduce work load requirements of support personnel. End users were able to compose and share their own documentation in this space as were internal support users.

### Tenure at DocSite

- **Created Ghost image archive for Desktop/Laptop hardware**  
Captured baseline install of the operating system on multitude of hardware models. Other capture points occurred following standard desktop applications and after development tools installation. Images were stored in an intuitive directory structure on network attached storage.
- **Automated removal of old printers and installation of new printers**  
Created VBS script that was deployed and run as a logon script to remove printer shares to decommissioned print servers, and create shares to all known working printers in the office.
- **Created scripts to reduce need for human interaction during desktop application installations**  
Created VBS and batch files to join systems to the domain, change default administrator password, remove local users, install basic desktop applications, insert entries into the Windows Registry and reboot with a diminished need for administrative interaction.
- **Created custom WIM image files to deploy Windows 7 desktop systems**  
Captured custom desktop installation as a WIM file using the Windows AIK. This resulted in being able to deploy fresh "out of the box" Windows 7 Desktops, complete with MS Office Suite and other common utilities in only a couple of hours.
- **Deployed Ubuntu Linux system for use as an IT resource**  
System utilized for IT ticketing, W3PW password database, Confluence, and network troubleshooting resource. I deployed GLPI as a No-Cost solution to allow myself and the network admin to keep in constant touch with work being performed.

### Tenure at iContact

- **Installed and maintained Atlassian JIRA and Atlassian Confluence Server**  
Deployed new hardware for both Atlassian JIRA and Confluence products. Included the migration of the current instance of the software from a virtualized environment onto its new hardware. Additionally, developed and presented training to the 200 person employee base.
- **Setup Pre-seed configuration for Debian systems**  
The number of servers being built regularly, due to rapid growth, was creating "busy-work" for Sysadmins. Worked to set Pre-seed configurations for several types of servers that were regularly utilized. This reduced the time required for installation dramatically as constant interaction with the systems was no longer necessary.
- **Introduction to Linux Presentations**  
Created "Introduction to Linux" slide presentations aimed at ramping up other internal support team members so that they could begin assisting Linux desktop users and participate in daily maintenance tasks performed on the internal servers.
- **Documentation for implemented systems**  
Fully document system and software configurations for Linux/Windows servers and applications that were implemented. While primarily for personal reference, these documents became the source of information for team cross-training.

### Tenure at Hewlett-Packard (Opsware)

- **Zope/Plone Server**  
Implemented Linux Virtual Machine on ESX server to provide Zope/Plone platform to be used as Knowledge Repository. This also provided a secure location for management to store procedures and documents pertaining to their roles. Enhanced search features of this software lead to its adoption by the company.
- **System Data Collection Script**  
Developed two part python script to collect basic system information, system log files, application component log files, application component status and connectivity states. Once collected, data was encrypted to ensure safe transmission via email from clients to support personnel. Support team utilized second part of the script to decode the encrypted data.