Luke Thalmann

lhthalman@gmail.com
618-973-2224

Current Location:
Kansas City, MO

EDUCATION:

Western Governors University, Salt Lake City, UT   Graduation: February 2017
B.S. Information Technology Management

Lewis and Clark Community College, Godfrey, IL   Graduation: May 2013
A.S Computer Information Systems

SKILLS:
– Linux System Administration
– Troubleshooting
– Virtualization via VMware
– Python Scripting
– Bash Scripting
– Cisco UCS Management
– CCL Scripting

Certifications: VMware VM-DCA, Cisco ECF, Cisco DTA, Arris DAC, Arris Digital Headend Operations, Arris NC 1500

WORK EXPERIENCE:

Cerner, Kansas City, MO
Senior System Engineer   (July 2018 – Present)
- Responsibilities from System Engineer role plus:
- Mentor new engineers
- Identify problems and make changes to reduce ticket volume
- Consulting to support interface code turnover review
- Improve stability of solution by identifying code changes to improve efficiency

Cerner, Kansas City, MO
System Engineer   (October 2016 – June 2018)
– On call rotation
– X12 Interfaces
– HL7 Interfaces
– Tier 3 Support FSI (Foreign System Interface Team)
– Cerner Millennium Suite Troubleshooting
– Cerner Revenue Cycle Troubleshooting
– Troubleshoot complex interface issues
– Troubleshoot interface-oracle database issues
– Troubleshoot networking issues
– CCL Scripting (Like SQL)
– Break/Fix Interface programs/scripts
– Red Hat Linux, AIX, and HP UX troubleshooting relating to interfaces
– Red Hat and AIX light system administration

Suddenlink Communications, Chesterfield, MO
Advanced Services Engineer   (November 2014 – October 2016)
– Digital Video Operations Tier 3 Support
– Rotating on Call Schedule
– Manage UCS Infrastructure (16 Chassis 4 Blades)

– Manage Storage Infrastructure on various systems (Nexsan and Concurrent)
– Configuring Cisco switches (Layer 2 and 3)
– Linux System Administrator (Centos, Oracle Enterprise Linux, FreeBSD, SUSE, Red Hat)
– Windows System Administrator (server 2003, 2008r2, 2012r2)
– VMware Virtual Environment Administrator (ESXI 5.1, upgraded to 5.5, 12 Hosts)
– Developing and deploying architecture designs and solutions to make services more efficient
– Scripting (Python mainly, some PowerShell and bash), such as health check and monitoring scripts
– Design and implement streaming video, cable, and on-demand video infrastructure.
– Implementing, Configuring, and Troubleshooting Video Encoders (Imagine and Harmonic in production, demoed the Ericsson Encoding platform for 6 month in the lab)
– Arris DAC, Radd, ARPD, OM, Apex, Cherrypicker, configuration, troubleshooting, and administration
– Cisco DNCS, DCM, RF Gateway configuration, troubleshooting, and administration
– VOD Back Office Administration (Seachange Axiom)
– VOD CMS Administration (Aspera Enterprise, Console, Orchestrator, P2P components)
– CDN Administration (Concurrent Tools, OC, Orgin, RTC, GS, Mediastore,)

Allied Business Systems, Glen Carbon, IL
Field Engineer (May 2013-November 2014)
– Run and terminate cat5 cable
– Setup and Install point of sale stations
– Manage Windows Environments for various customers (Server 2008, 2012 with Windows 7 workstations.)
– Configure point of sale program
– Integrate PCI Compliance with windows and POS program.
– Troubleshoot point of sale issues
– Design and configure PCI Compliant secure networks
– Repair hardware issues
– Fix computer and network problems
– Basic network Penetration Testing

Southern Illinois University Edwardsville, Edwardsville, IL
Technical Analyst (January 2014– August 2014)
– Answer IT department phones
– Troubleshoot user's problems
– Aid in solutions to the problems
– Put in support tickets(remedy)
– Manage user accounts
– Fix student and staff software issues, mainly virus and malware problems.

Swing City Music, Collinsville, IL
Live sound and Install Tech/ Website Information Architect (March 2011– April 2014)
– Design website structure
– Create website structure (HTML5, PHP, and CSS)
– Solve website problems
– Install sound systems for clients
– Troubleshoot customers problems
– Fix computer and network problems
– Run live sound at events
Genco ATC, Hershey's Distribution warehouse, Edwardsville IL
Information Technology Intern (May 2012- October 2012)
– Maintain mobile computers and printers on forklifts
– Maintain all RF guns
– Troubleshoot and fix computer issues in office
– Order all supplies for the I/T department
– Monitor Main Server
– Monitor Video Surveillance Server