

Dan Bird
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SKILLS

- Windows Server administration GUI and Core editions
- PowerShell scripting (Windows shell scripting and some BASH too)
- Virtualization on VMWare and Hyper-V
- Remote server hardware support (ILO, iDRAC)
- Linux – running linux at home on a variety of laptops, Macs, and Raspberries
- Hobbyist electronics – arduino, Raspberry Pi, PCB design & SMD fabrication
- PC and Laptop hardware support
- Datacenter Rack & Stack and operations
- Ticketing systems – keeping my queue clean in Jira, Remedy and ServiceNow
- Knowledge Transfer – support my team by creating relevant Wiki/KBA documentation

EMPLOYMENT EXPERIENCE

Systems Administrator

Aug 2006 – Mar 2020

Visa, Bellevue, WA (Authorize.net, acquired by Cybersource, acquired by Visa)

- Remote support physical and virtual servers in a global environment of 13K Windows/ 50K Redhat Linux
- VMware and Hyper-V administration
- Windows server support evolving over the years from Server 2000 to Server 2019, GUI and Core
- PowerShell scripting for automation
- ServiceNow ticketing system used heavily here (JIRA and Remedy previously)

Systems Administrator

Aug 2005 – Aug 2006

Digital Forest, Tukwila, WA

- Team subject matter expert on PC hardware, Win2K, Win2K3, IIS and MS-SQL for web and database hosting
- Setup, administration, patching, and maintenance of Internet hosting servers
- Configure and Troubleshoot sites from Hardware, OS, connectivity, DNS, Server and CGI's,
- Provide customer technical support to website owners
- Secondary duties include supporting Unix, Linux, OS X and Mac OS servers

Systems Administrator

2000 – 2005

InfoSpace, Inc., Bellevue, WA

- Senior member of a team which supported 1000+ Windows servers in geographically diverse locations.
- Production servers were maintained with very high uptime and reliability to meet strict SLA's.
- NT shell scripting for deployments, monitoring and management reports
- Norton Ghost imaging and Sysprep for rapid server deployment
- Server hardware maintenance and troubleshooting
- Engineering and upkeep of a large Raritan KVM array and remote KVM-OIP

IT Consultant

1997 – 2000

Redmond Technology Partners, Bellevue, WA

- Able to drop into place, getting up to speed quickly
- Effective transfer of knowledge within the context of the customer's corporate culture and needs
- Utilized solutions appropriate for a wide variety of technical environments
- Scope of projects ranged from a few days to a several months working at client sites

Technologist

1990 – 1997

Pacific Northwest Surgical Associates, Everett, WA

- Responsible for all IT needs at a surgical practice, including PCs, Network and PBX
- Established procedures for data collection for research, and statistics; SPSS programming for research
- Train and support staff with office productivity software
- WindowsNT and Novell network management and e-mail connectivity

Technical Writer & Support

1991 – 1997

Profiles of Aspen, Colorado Springs, CO

Wrote documentation for Patient Profiles™ medical research software and provided collaborative support to researchers using this software at hospitals nationwide. (Telecommute: concurrent with employment at PNSA per agreement with principles of both companies.)

Technician

1989 – 1990

Everett Community College, Everett, WA

- PC and Macintosh maintenance, upgrades, installations, and troubleshooting
- Monitor computer labs and assist students