

DAVID J. MERICA

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OBJECTIVE

Experienced IT professional with excellent problem solving, communication, and organizational skills seeking a challenging and fulfilling opportunity to utilize my passion for building and streamlining automation for a wider audience

EXPERIENCE

2021-Current **Tier2 Support Engineer / Systems Administrator II, Clear Guidance Partners, Austin, TX**

- Senior technical escalations resource across multiple helpdesk and engineering teams
- Mentored and supported helpdesk technicians across multiple teams
- Developed and maintained tooling and automation using PowerShell and vendor APIs
- Worked with engineering team to develop & test automation using internal RMM system
- Developed new and streamlined existing client user onboarding processes and procedures
- Spearheaded the engineering of multiple solutions vendors into MSP Product Stack
- Facilitated internal R&D for several client engineering projects

2015-2021 **CTO & Managing Partner, Business Integrated Network Solutions, LLC**

- Directed technical and business operations of a Managed Services Provider that served a variety of industries including healthcare, legal and professional services, municipalities, oil & gas, manufacturing, and financial institutions
- Technical operations duties included, but were not limited to: RMM & PSA implementation and administration, automation & scripting, escalations, projects engineering, etc.
- Engaged with key stakeholders in sales, account management, and strategic vCIO consulting

2013-2015 **Network & Systems Administrator, Texas Visiting Nurse Service, LTD**

- Designed, implemented, and supported network, server, and security infrastructure including firewalls, SIEM, and endpoint security. Led DevOps and Site Reliability engineering for internal software tooling and a complex SaaS LOB application for the Texas Healthcare Market

2012-2013 **Network Technician, Texas Visiting Nurse Service, LTD**

- Supported and troubleshoot corporate network infrastructure including routers, switches, MPLS, T1, PRI, and fiber circuits, internal/edge firewalls

2010-2011 **Computer Support Specialist, Harlingen Consolidated Independent School District**

- Provided helpdesk support to campus staff, hardware repair, and structured data cabling

2007-2010 **System and Network Administrator, South Padre Business Systems Inc**

- Installed, managed, and repaired computer, network, servers, and business POS systems

EDUCATION, CERTIFICATIONS

2011-2012 AAS Information Security, *Texas State Technical College* (48 of 60 Credit Hours)

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TECHNOLOGY PROFICIENCIES (INCLUDING, BUT NOT LIMITED TO)

Scripting & Programing languages:	PowerShell (Advanced), Windows & Linux Shell Scripting (Advanced), Python (Fundamentals), PHP (Fundamentals), JS/HTML/CSS (Fundamentals), C#/VB.net (Fundamentals), Java (Fundamentals)
API Formats	Rest (Proficient), JSON (Proficient), GraphQL (Fundamentals)
RMM Administration	ConnectWise: Automate, Manage, Control, Sell (Advanced) SolarWinds: N-Central, MSPManager (Advanced)
SaaS Security Apps	DUO (Advanced), Proofpoint (Advanced), Ironscale (Proficient), Huntress (Advanced), CyberCNS (Fundamentals)
Misc. SaaS Apps	Rewst (Proficient, ideally expert soon), Twilio (Expert), Mailgun (Fundamentals), GitHub (And similar GIT & SVN Platforms, Advanced), And <i>so many others</i> .
Azure SaaS/PaaS Apps	AAD (Proficient), MS Graph (Proficient), Exchange (Expert), SharePoint (Proficient), Power Automate (Fundamentals), Intune (Fundamentals)
IaaS Platforms	Azure (Advanced), AWS (Proficient), Misc. VPS platforms (DigitalOcean, vultr, linode, etc.; Expert)
Operating Systems	Windows Desktop and Server OS (Inc. nearly all Server roles; Expert) Linux (Agnostic of distribution; Proficient)
Virtualization Platforms	VMware vSphere (Advanced), Hyper-V (Advanced),
Firewalls	SonicWall (Advanced), Fortinet (Proficient), Cisco ASA (Proficient), pfSense (Advanced)
Switching & Routing	Vendor agnostic proficiency (Cisco, Adtran, ubiquiti, etc.; Advanced)
Web Servers	IIS (Advanced), Apache (Proficient), nginx (Proficient), Tomcat (Fundamentals)
Database experience	MSSQL (Advanced), MySQL/MariaDB/PostgreSQL (Advanced)
Security/Vulnerability Scanning	Nessus (Advanced), OpenVAS (Proficient), Various other/tool-agnostic assessments (Advanced)
Distributor Familiarity	Pax8, Techdata, SYNnex, Ingram, D&H