

Administrator Administrator Administrator - Lowe's Hickory, NC Work Experience Administrator  
Lowe's - Mooresville, NC 2014 to Present Engineering - Oracle/SQL Server Ensure performance  
of database for application users Assists calls from vendors; responds as appropriate and/or  
escalate to appropriate hierarchy. Analyzed and troubleshoot OEM grid agents on both Production  
and Development environment. Troubleshoot CommVault backup on both Production and  
Development environment. Analyzes, responds, and troubleshoot Oracle/SQL databases via  
Incidents ticket. Database Administrator Lowe's - Maiden, NC 2014 to Present September 2014  
Operations Support Tech Monitor and support Unix, Linux, OSX, network monitoring, disk  
management and trouble tickets Analyzed and resolves hardware/software issues such as job  
aborts, network and operational discrepancies. Assists in installing, configuring, and  
troubleshooting TSM backup and restore. Analyzes, responds, and manages facility environmental  
alert tickets. Assists calls from vendors; responds as appropriate and/or escalate to proper team.  
Technical Support Lowe's - Mooresville, NC 2013 to July 2013 March 2014 IT Support desk -  
Hardware Served as Tier 2 support for hardware and software troubleshooting for stores Use  
Linux to shell into the switches to check and correct configuration problems Diagnose and resolve  
technical hardware/Mobility issues Use Linux scripts troubleshooting, and use of error logs to  
better resolve system issues Use Genesis (Unix) application support in Order Management, POS,  
and other issues Command daily scripts in Unix environment to help troubleshoot user's issue  
since support was via Phone. member Lowe's - Wilkesboro, NC 2012 to July 2012 of multiple teams  
supporting all aspects of IT for Lowe's Assist stores with issues in Genesis (Unix) application in  
OMGR, sales/returns, and other issues Handle Customer Facing issues in a timely and efficient  
manner Diagnose and resolve technical hardware and software issues. Stay current with system  
information, changes and updates Track and route problems and requests and document  
resolutions in trouble ticket. Sport4 Automotive, Boone, N.C. January 2012 - June 2013 Web  
design and Network Support Setup and maintained of backup systems and schedules. Updated  
and Maintained website (Sport4automotive.com). Setup of new computers, software, email  
accounts. Assisted with IT-related issues (hardware, operating system, software). Trained staff

on technology where necessary. Education business State - Hickory, NC 2009 to August 2009 Skills  
UNIX (1 year), C# (Less than 1 year), C++ (Less than 1 year), CSS (Less than 1 year), HTML (Less  
than 1 year) Additional Information Skills Computer Skills: Microsoft Office, Adobe Photoshop,  
Adobe Indesign, FinalCut Pro X, Imovie, Remedy, MySql, Remedy, Espresso, Web design, Webex,  
Visual Studio-2012, Window XP, Window Vista, Window 7, Mac OS X, Unix Apple iOS (iPad  
&iPhone), Remote Desktop and the Internet Computer Languages: C++, Java, C#, Python, Apple  
Script, PHP, CSS, JavaScript, Visual Basic, power shell and HTML

Name: William Cunningham

Email: phillipskenneth@example.com

Phone: 729.424.3467x67322