Systems Engineer Systems Engineer Systems Engineer - RACKTOP SYSTEMS Ellicott City, MD

Work Experience Systems Engineer RACKTOP SYSTEMS July 2019 to Present   Supporting and managing Virtual Machines through vSphere and Zerto   Testing and troubleshooting ZFS Storage issues with our Brickstor Product   Managing user permissions and access levels Senior Technical Services Specialist LOTAME September 2016 to July 2019   Providing escalated support to our clients via SalesForce   Requirement Gathering for New Projects   Managing and updating the Lotame Website via Wordpress and SFTP   Using Ubuntu and localhost to test new updates to internal sites   Create and run queries and reports for Data Analysis via MySQL/HIVE/Athena   Analyze and compare datasets between Lotame and our Clients   Working with engineering to resolve issues via Hotfixes or Future Releases   Maintaining a line of communication with our Product Team for new features   Running custom python scripts against our API for client updates   Escalation source for Technical Account Mangers   Validating and analyzing client files sent and received via SFTP and command line   Test and Evaluate new products for Engineering and Platform   Technical Services Specialist   Providing global support to clients via SalesForce   Running queries to generate reports via MySQL/HIVE/Athena   Using Github to manage internal changes and updates via command line and online   Managing and updating users and profiles in the SalesForce platform   Managing and updating our Community pages and articles in SalesForce   Maintaining a line of communication between clients and engineering through JIRA   Running custom reports and queries using MySQL   Analyzing log files via command line to ensure data integrity and validation   Running and modifying cron jobs via command line   Validating files that were sent via SFTP and command line   Communicating problems, impacts, and resolutions within our team Software Support Analyst III Credit Management Solutions Inc July 2015 to August 2016   Providing Tier 2 Software Support to our clients   Using various distributions of Linux to check client environments   Applying updates and patches to production and test environments   Ensuring production environments are up and running for all clients   Maintaining a line of communication between clients and development   Analyzing, modifying, and updating data in the database for clients via Oracle SQL   Evaluating log files to ensure data integrity and validation   Running and

modifying cron jobs using unix/linux terminals   Validating files that were sent via SFTP and command line   Creating reports and documentation to send to clients   Communicating problems, impacts, and resolutions within our team Junior Network Engineer LEIDOS May 2011 to October 2014   Participated as a member of the Secure Converged Solutions (SCS) team   Designed and installed custom Passive Optical LAN (PON) networks for clients   Traveled to customer sites to install equipment Research Analyst   Subject Matter Expert on Electronic Land Record Online Imaging (ELROI)   Used Sharepoint to manage and update documentation   Set up ELROI test environment using Windows 7   Installed servers into racks, researched warning lights on servers Upgraded and used Oracle Netbackup data solution to store information via Solaris   Sorted backed up data to be shipped out for storage in a secure location   Provided support for Optix, a proprietary program for MD Judiciary Employees   Analyzed and resolved FTP discrepancies via Solaris Network/Cyber Security Intern   Worked on information assurance on the IATS project   Conducted research that would be used to convert natural language into code IT Helpdesk/ System Administrator NEWDAY USA October 2010 to May 2011   Provided support via phone, in person, and by remote desktop   Migrated machines from Windows XP to Windows 7   Performed digital phone administration, created new extensions   Created and maintained user accounts   Set up new PCs to be used on the company domain   Logged into various servers for patches and maintenance   Fixed or replaced broken hardware   Troubleshoot and fix software issues users had Education Bachelor of Science in Information Systems in Information Systems University of Maryland - Baltimore, MD May 2014 Skills Database, Mysql, Oracle, Sql, Hive, Linux, Jira, Vmware, Microsoft office, Mac, Mac os, Wordpress Additional Information TECHNICAL SKILLS Operating Systems: Windows, Linux, Mac Os   Virtual/Cloud: Google Drive, S3 Buckets, Wordpress, SalesForce, JIRA   Database & Tools: Athena, Hive, MySQL, Oracle SQL   Software: Microsoft Office, Filezilla, VirtualBox, VMWare

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