

MARK ARNEMAN

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EXPERIENCE

DECEMBER 2019 – NOVEMBER 2020

AUTOMATION ENGINEER, COMMVAULT

Developed unit test cases to ensure product quality and features were bug free while also helping to improve the python automation framework and python developer SDK.

DECEMBER 2017 – DECEMBER 2019

CRITICAL SITUATION MANAGER, COMMVAULT

Provided support for critical customer facing issues, debugged and reverse engineered our product to reproduce, identify, and fix problems that customers were facing.

JUNE 2016 – DECEMBER 2017

TIER-2 CUSTOMER SUPPORT ENGINEER, COMMVAULT

Climbed Commvault's support ladder resolving customer issues, was on track to complete a two-year Tier-2 track in just one year. Prioritized in Messaging (Exchange / SharePoint / SQL).

AUGUST 2015 – JUNE 2016

CHIEF TECHNOLOGY OFFICER, STYLE ASIA INC.

Worked on a complete overhaul of internal product management tools, while streamlining our internal stock to sell on outside marketplaces (Amazon, eBay, Jet.com). Additionally, designed and developed partner websites to showcase specific products.

MARCH 2013 – AUGUST 2015

HEAD OF DEVELOPMENT, PURZUE.COM / LAFANGO.COM

Developed a website based around business press kit/resume creation that helped guide users to write better resumes while also matching them for jobs. Created a talent portal for companies to find suitable candidates for positions. Also helped develop the business model for both sites.

DECEMBER 2010 – MARCH 2013

LEAD TECHNICIAN, E-COMPUTING

As the lead PC repair technician, I oversaw employee schedules, assigned repair tasks and on-site repairs, and created a new PC Recycling business that helped increase overall profit

NOVEMBER 2008 – DECEMBER 2010

WORDPRESS DEVELOPER, WEBDEVSTUDIOS

Developed custom WordPress plugins and themes to client specifications, helped create new internal development workflows to increase productivity, manage multiple projects, and created a system to give clients live daily updating access to view a project's progress.

AWARDS

SEPTEMBER 2018

VAULTER'S CHOICE – BEST PROJECT AWARD, COMMVAULT HACKATHON 2018

Won a peer voted award for the best hackathon project. I created a web interface to configure your Commvault environment's firewall and to run network connectivity tests to establish connections and verify rules were valid.

APRIL 2017

SUPPORT INNOVATORS AWARD, COMMVAULT SUPPORT

Commvault created a special award to honor my innovations made to help the support staff. I created a tool that automatically downloaded, staged, and reviewed customer logs to help determine the root cause of an issue.

APRIL 2017

3RD PLACE - COMMVAULT ANTI-VIRUS CHECKER, COMMVAULT HACKATHON 2017

I created a C# tool that checked if any anti-virus software was running on a machine and if it had the proper Commvault exclusions set in place dynamically.

SKILLS

- C#
- SQL
- PHP
- Python
- JavaScript
- PowerShell
- AWS & Azure
- Windows / OSX / Linux
- API Integrations / Rest APIs
- Containers (Docker / Kubernetes)
- Network Shares and Filers (NetApp)
- Game Engines (Unity / Unreal / Godot)
- Build Pipelines / Continuous Integration (Jenkins)
- DevOps
- Reverse Engineering
- Git (GitHub / GitLab)
- G-Suite / Office 365
- Microsoft Exchange
- Microsoft SharePoint
- Microsoft Dynamics CRM 365
- IT / Network Security
- Performance Profiling
- Automation / Orchestration
- Web Servers (Apache / Nginx)
- Network and Server Administration
- Virtualization (Hyper-V / VMWare / KVM)

SOCIAL LINKS

- [LinkedIn](#)
- [GitHub](#)
- [Itch.io](#)