

Mark Arneman

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Experience

AUTOMATION ENGINEER | COMMVAULT SYSTEMS, INC. | DECEMBER 2019 – NOVEMBER 2020

- Managed internal infrastructure for testing and development purposes for the indexing team
- Optimized the *basic* all cases test case (all backup/restore options) from a 40-minute run time down to 5 minutes by utilizing a multi-threaded approach
- Wrote automated unit test cases in Python using the CVPySDK while also contributing new index related features to the SDK like: File/Folder User Ownership and ACL permissions
- Developed a new automated testing infrastructure based off the V2 AutomationFramework (JSON based) from the V1 AutomationPackage (XML Based)
- Worked on converting manual tests to automated scripts, (ACL Permissions Backup/Restore and Index Server Load balancing)

CRITICAL SITUATION MANAGER | COMMVAULT SYSTEMS, INC. | DECEMBER 2017 – DECEMBER 2019

- Provided 24/7 on-call support for critical customer issues
- Managed and oversaw all development escalated cases for messaging iDataAgents (MSSQL, SharePoint, Exchange)
- Acted as a bridge between customer support and development, providing Customer Support Engineers with the tools and resources they need to further troubleshoot issues with the help of developers
- Wrote customer requested workflows to add features that were not yet created for the product (Azure KeyVault Backup and Remote Exchange Migration)

TIER-2 CUSTOMER SUPPORT ENGINEER | COMMVAULT SYSTEMS, INC. | JUNE 2016 – DEC 2018

- Excelled through customer support, completing a 2-year Tier-2 track in a single year
- Worked support tickets through Microsoft CRM to assist customers with any issue they had with the Commvault Simpana product.
- Focused on Messaging iDataAgents (MSSQL, SharePoint, Exchange), but worked UK/Overtime shift (4am-8am, and weekends) providing support for all iDataAgents in the product.
- Created 'CVGL' (Commvault Get Logs) allowing Customer Support Engineers to download and access customer log files from a single click within their web browser
 - Won the **Support Innovators Award** in April 2017 for the creation of this tool

CHIEF TECHNOLOGY OFFICER | STYLE ASIA INC. | AUGUST 2015 – JUNE 2016

- Created a VPN to allow our office in India direct access to our internal inventory system (S.M.A.R.T)
- Created tools to automatically list our excess product inventory to online marketplaces like Jet.com, Amazon.com, and Ebay.com. This greatly increase sales for the company.
- Designed and developed partner websites to show off select products and brands

HEAD OF DEVELOPMENT | PURZUE.COM, LAFANGO.COM | MARCH 2013 – AUGUST 2015

- Began as a front-end developer, working on a new 'Dashboard' interface for Purzue.com
- Updated Lafango.com's custom 2006 code base from PHP 4 to be PHP 5.5 compliant
- Reduce Lafango.com's homepage load time from an average of 15 seconds to 1.7 seconds
- Developed a custom PHP framework to power Purzue.com (using [FastRoute](#), [PHP-DI](#), and [Twig](#))
- Created a replicated MySQL cluster to have two data sites in US/Europe and reduce page load time depending on where traffic was coming from
- Created new CDN Infrastructure to keep our 5 TB CDN data stored locally at the office on-site, having user requests store the files on the CDN for 72 hours before being deleted. Reduced CDN Costs from \$300/mo down to \$30/mo
- Helped develop new business models for both sites, a Groupon deal for Lafango.com increasing revenue by 400% and a subscription-based talent search page for recruiters on Purzue.com allowing them to search for relevant candidates through skills.

Skills & Abilities

- C#
- Python
- PHP
- JavaScript
- PowerShell
- AWS, GCP, and Azure
- Windows / OS X / Linux
- API Integrations / Rest APIs
- Containers (Docker, Kubernetes)
- Network Shares and Filers
- Game Engines (Unity / Unreal / Godot)
- Build Pipelines / Continuous Integration (Jenkins, Travis CI)
- DevOps
- Reverse Engineering
- CVS and Git
- 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)

Links

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