James McGuire

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Profile

I am a support technician that has experience administering Unix, Linux, Windows, and VMWare servers in an enterprise environment. During my time working for HP I have always placed an emphasis on making sure that my team has the tools and documentation that they need.

Core Technical Skills

Systems: ESX/VMWare, HP-UX, SuSE Linux, Gentoo Linux, Windows Server 2003, Windows Server 2008
Languages: Perl, Bash/ksh scripting
Problem Queues Monitored: GCSS, BMC Remedy, Email, Phone calls, HP SIM
Special Skills: Documentation, Automation, New-hire training, Enterprise hardware/software installs, Desktop support

Experience

Support Desk Year-Round Intern – Hewlett Packard   June 2010-January 2012

Development

- Wrote scripts to automate common tasks and gather information

- Redesigned existing legacy tools for compatibility with newer operating systems, and fixed a number of bugs

Support Technician

- Worked out of ticketing systems including GCSS for HP and BMC Remedy for the customer

- Supported servers in retail stores, distribution centers, and datacenters

- Administered HP-UX, Windows, Linux, and VMWare servers

- Worked with developers to track down problems

- Supported approximately 7000 servers with a team of 25

Documentation

- Created documentation on how to image clusters for a VMWare project

- Both created and moved documentation on to the team wiki

- Documented changes to my team's on-boarding process

Special Projects

- Helped refine the process for imaging VMWare clusters

- Assisted technicians with hardware installs

Networking

- Solved network issues including vlan memberships and switch configurations

- Worked regularly with Cisco network equipment

Paralegal – McCracken Law Firm   June 2005-July 2007

In-office Support

- Supported and installed all standard office software

- Installed and repaired office printers

- Supported the in-office network

Paralegal

- Drafted legal documents

- Prepared reports and memos

- Authored correspondence to clients and vendors

- Researched case law

Legal Clerk

- Worked at the front desk

- Scheduled appointments

- Answered all phone calls

Education

Rogers High School

- AP Java Programming class

- Various AP and dual-enrollment courses

Northwest Arkansas Community College

- Worked towards Associate's degree in science

- Approximately 45 credit hours completed

References

Aaron Miller
Developer, Couchbase
(479) 633-7625

Jared McGaugh
Technician, Hewlett-Packard
(479) 899-3515

Joey Kavanaugh
Developer, Hewlett-Packard
(479) 301-6814