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.

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

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

References

Aaron Miller	**Jared McGaugh**	**Joey Kavanaugh**
Developer, Couchbase	Technician, Hewlett-Packard	Developer, Hewlett-Packard
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