James McGuire

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Profile

I am a Systems Administrator that has experience administering Unix, Linux, Windows, and VMWare servers in an enterprise environment. In each role I always placed a focus on following best practices and providing my team with the documentation and tools necessary to perform their jobs better. I work primarily on Linux based systems and develop tools that run on them.

Core Technical Skills

Systems: ESX/VMWare, HP-UX, SuSE Enterprise Linux, Debian and Redhat Based Distributions, Windows Server 2003 and 2008
Languages: Python, Perl, Bash/ksh scripting
Specialties: Documentation, Automation, New-hire training, Enterprise hardware/software installs, Desktop support

Experience

NOC Engineer - Consert   September 2012-Present

Development

- Wrote shell scripts that were implemented in embedded environments for automated recovery of lost devices

- Headed, completed, and support a project written in Python for automating part of a customer's testing workflow

- Built a wiki bot in Perl for automating most of my team's shift handoff process

Systems Administration

- Built and supported the company chat server using ejabberd with LDAP integration

- Identified a number of security holes in the legacy infrastructure and pushed them to fixes

- Administrator of the company wiki

Support Technician

- Worked out of ticketing systems including JIRA and Netsuite

- Administered RHEL Servers and embedded Linux devices

- Supported approximately 11000 servers and devices with a team of 10

Documentation

- Major contributor to the company wiki

- Assisted others in learning wiki markup and walked them through transferring documentation

- Created all the documentation for setting up company-provided laptops with a Linux distrubution

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

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

Jon Duarte
Tier 2 Support, Consert
(210) 827-2777

Chad Wilson
System Architect, Consert
(832) 877-5333

Charles Witt
NOC Lead, Consert
(210) 787-2734

Aaron Miller
Developer, Couchbase
(479) 633-7625

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

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