

# James McGuire

12235 Vance Jackson Rd. Apt. 1711  
San Antonio, TX 78230

479-633-7565  
[james@sandbox.org](mailto:james@sandbox.org)

## 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 Linux, Debian Based Distributions, Redhat Based Distributions, Windows Server 2003, Windows Server 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 distribution

*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