Brad Pearson

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Technical Skills
- Ansible Automation development and troubleshooting.
- Splunk Query, Reporting, and Dashboard deployment and configuration.
- AWS experience in EC2, EBS, Cloudtrail, SSM, S3, and Route 53.
- Installing, configuring, and maintaining Microsoft Windows and various Linux Operating Systems.
- Some programming knowledge with bash scripting and JavaScript.
- Determining the source of computer related problems and providing an effective solution.
- Experienced with running patch cables, using punch down tools, and making sure all cables are identified.

Inter–Personal Skills
- Customer Service experience, including handling escalations.
- Experienced with documentation, training, and managing for a team of server administrators.
- Experienced in handling highly volatile proprietary information.
- Understanding of PMI practices for project management. Often brought in as a subject matter expert.

Experience

Cloud Administrator I | ASM Research, San Antonio, TX | November 2019 - Current
- Respond to escalations from Tier 1 team based on Splunk Alerts.
- Coordinate with Technical Architecture, Web Technical Operations, and Development teams to design and implement solutions based on requirements.
- Interface with partner data centers to plan, schedule, execute, and validate infrastructure maintenances.
- Identify and implement opportunities for improvements to tools and services.
- Support the Software Delivery Lifecycle for new software releases.
- Build and deploy YAML playbooks using Ansible Tower automation.
- Troubleshoot Barracuda/Checkpoint firewalls for network related issues.

Data Center Operations Assistant Manager | Aptum, San Antonio, TX | November 2009 - Current
- Maintaining ITIL best practices through configuration management database (CMDB) and IT service management (ITSM) ticketing system. Reviewing best practices with team members.
- Monitoring infrastructure and environmental alerts and responding to building management system (BMS).
- Coordinating with contractors and internal employees while keeping change management system updated.
- Working with other departments to plan and implement new offerings or systems.
- Project lead for many expansions and consolidations to prepare for new deployments.
- Provide internal audit of all company hardware for compliance review.
- DCO Team Lead duties

Data Center Operations Team Lead | Aptum, San Antonio, TX | February 2009 - November 2009
- Supporting existing DCO staff with new documentation for any new processes or products.
- Training new recruits with internal systems, troubleshooting tips, and writing instructional documentation.
- Coordinating with other departments to accomplish large server deployments.
- Interviewing and performance reviews for new and existing administrators.
- DCO Administrator duties

Data Center Operations Administrator | Aptum, San Antonio, TX | June 2008 - February 2009
- Building, upgrading, and configuring customer servers in the following OS: Windows Server 2000/2003/2008, FreeBSD, RHEL, CentOS, Fedora, Debian, Ubuntu, Gentoo.
- Basic troubleshooting of Brocade or Cisco Switches.
- Monitoring, troubleshooting, and repairing servers with hardware, software, and network problems.
- Troubleshoot operating system storage issues, including file system, disk management, and RAID.
- Building and installing infrastructure – racks, cabinets, ladder rack, wire management, etc.

Education

Associates of Applied Sciences in Computer Network Systems - Graduated June 2009
- ITT Technical Institute

Splunk Certified Core User - Certified June 2020
- Splunk

Data Center Certified Associate - Certified March 2019
- Schneider Electric