Barret R Spangler

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Summary of Qualifications

Dependable, responsible and flexible Technical Support Engineer/Manager with over ten years of experience implementing and supporting all aspects of IT infrastructure, from small LANs to multi-continent server farms.

Skills

• Highly experienced in process documentation and development.
• Strongly proficient in systems administration, including networking, OSX, Windows Server, UNIX, FreeBSD and Linux operating systems.
• Knowledgeable in Active Directory.
• Extremely skilled in troubleshooting hardware, software and network issues.
• Experienced in training and mentoring teammates and new hires.
• Outstanding written and oral communication skills.

Employment History

KBWM Radio, Portland OR: Systems Administrator. July 2010-Present
-Independent small-label Internet radio station project
• Plannned and developed online radio station policies to comply with US Copyright law.
• Created website using Wordpress on Apache2
• Built radio station server using Airtime, liquidsoap and Shoutcast, over a Linux OS
• Developed change control procedures.
• Maintain system integrity and ensure that audio stream uptime exceeds expectation
• Parrtnered with the American Cancer Society's Relay For Life of Second Life to provide streaming audio services for official events
• Relevant technologies include Linux, SHOUTcast, bash scripting, system administration, US Copyright Law.

Symantec Corporation, Springfield OR: Storage Foundation Technical Support Engineer. March 2012-Present
-World leader in security and storage software
• Supported the Veritas Storage Foundation family of products.
• Developed and maintained internal training wiki and reading library.
• Developed and maintained a team software repo using git and other tools.
• Trained new hires on product knowledge, technical troubleshooting and process workflows
• Assisted customers in developing and testing Business Continuity and Disaster Recovery scenarios
• Executed technical issue diagnosis and resolution, process development and implementation, employee training and documentation, and special projects.
• Monitored case queues for incoming customer support requests, answered inbound technical support calls.
• Consistently rated 90%+ in customer surveys.
• Relevant technologies include Linux, Solaris, HP-UX, AIX, VMWare, bash scripting, system administration, Veritas Storage Foundation (VxFS, VxVM, VCS, CFS, VVR, FileStore, DMP), customer service, training.

Isilon Systems, Seattle WA: Technical Support Engineer, European Team Lead. June 2007–April 2009
-Clustered Network Storage Manufacturer (now part of EMC)
• Executed technical issue diagnosis and resolution, process development and implementation, employee training, customer escalation management, and special projects.
• Led and trained EMEA (European) support team, culminating in all team members obtaining ICCSA certification.
• Developed and implemented new technical procedures, both within support group and for field services.
• Refined and implemented new employee technical support engineer training, trained two groups of new hires.
• Monitored trouble ticket queues and email for new customer communications, answered inbound technical support calls, and performed QA on technical tickets.
• Assisted customers with configuring Commvault and Backup Exec backup products for use with Isilon systems
• Recovered data for a major movie company after a Critical Data Loss Event, restoring all current projects and preventing a $500 billion lawsuit
• Partnered with NBC for the Beijing Olympics, assuring the availability and stability of live broadcasts
• Trained Cox and Comcast Cable engineers on hardware support for "On Demand" products
• Wrote a log-parsing tool in bash for internal use that was later rolled into an official support technologies release
• Wrote an update to a perl tool designed to find open file handles, enabling it to search any filesystem; which was later integrated into an offical product release
• Resolved a SID/GID/UID mapping problem at the Disney company by setting the available GID/UID pool to an artificially high number and setting a cron job to flush and rebuild the winbind database
• Built and maintained a virtual lab for team use and training, using VMware server virtualization, Hadoop clustering for Web services and providing Windows Server 2008, Windows Server 2003, and various Linux OS instances
• Technical skills involved included server and network hardware, Cisco IOS, VMWare, Windows Server, Active Directory, MS SQL, MySQL, OSX, UNIX, Linux, NetBSD, FreeBSD, Python, perl, customer service, Tier II, and other skills/technologies

Siemens IT Systems and Solutions, Seattle, WA: Laptop Depot Incident Manager. January 2006–May 2007
-Global IT/S solutions provider
• Assigned to Washington Mutual; involved in department restructuring, process development and implementation, inventory management, employee training, customer escalation management, reporting and special projects
• Increased SLA compliance from 70% to 95% in under three months post-restructuring
• Consolidated four separate technical teams into one organizational unit, responsible for 65,000 assets in the enterprise
• Managed 12 direct reports on 4 teams – troubleshooting, hardware repair, asset management and development
• Developed and implemented deskside and field data recovery processes, decreasing system replacement data loss by more than 30%
• Planned and executed 30,000 asset refresh project
• Managed and owned escalation requests from customers and other technical groups
• Implemented new technical processes and trained technicians in completion of their duties
• Installed, monitored, and maintained internal wiki server for knowledge sharing, using MediaWiki and Apache2 running on Cygwin under WindowsXP
• Skills involved included server and network hardware, VMWare, Windows Server, Active Directory, UNIX, Linux, customer service, Tier II, management, mediation and other skills/technologies

Speakeasy, Inc., Seattle, WA: Personal Technology Assistant. August 2004–December 2005
-Internet Service Provider
• Answered initial and follow-up phone calls from customers with service and technical support issues.
• Provided timely and thorough resolution of all issues raised by Speakeasy business customers, documenting all actions and following all issues through to resolution.
• Supported and troubleshot broadband connectivity, including ADSL, SDSL, IDSL, Internet domains and DNS issues.
• Responded to service tickets opened by customers and other Speakeasy employees.
• Provided customer billing and invoicing support.
• Maintained consistent quality and performance metrics as set out by management.
• Technical skills involved included server and network hardware, Cisco IOS, VMWare, MS SQL, MySQL, OSX, UNIX, Linux, NetBSD, FreeBSD, Python, perl, customer service, Tier II, and other skills/technologies

University of Phoenix Online, Phoenix, AZ: Faculty Tech Support/Exchange Administrator. December 2000-July 2002
-Online University
• Provided over-the-phone and email support for University faculty and faculty candidates
• Developed online class build backup script using TCL/TK and Windows macros
• Managed weekly class builds and faculty/student email account creation
• Trained new technical hires in Support procedures
• Participated in upgrade of servers from Exchange 5 to Exchange 5.5
• Streamlined and updated Support policies and procedures
• Technical skills involved included server and network hardware, OSX, TCL/TK, customer service, Tier II, and other skills/technologies

ENTEX Information Services, Phoenix, AZ: Customer Engineer. December September 1997 – July 1998
-Managed IT Services (Now Siemens ITSaS)
• Managed 1200 Windows NT servers for Motorola Computer Integrated Manufacturing
• MacOS deskside support for Motorola Computer Integrated Manufacturing and Space Systems Technologies
• Cabling and new system installations for Mayo Clinic Scottsdale
• Deskside support for BankOne
• Asset inventory lifecycle management for Flagstaff Medical Centers
• Y2K project management and traveling system upgrades for CIGNA Healthcare
• Asset lifecycle management with Allied Signal
• Technical skills involved included server and network hardware, Netware 3.0/4.0, Windows NT 4.0, Mac OS, customer service, Tier II, and other skills/technologies

Academic Background
• University of Phoenix, Phoenix, AZ.
Project management, mediation, and other business classes.

• Yavapai College, Prescott, AZ.
Academic work towards an Associate of Arts degree, strong focus on business classes.