

JAMES R. GARCIA

Austin, TX

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<https://colossus9.github.io>

(713) 305-0573



Current Position

Services Account Engineer at GitHub in Austin, TX
having supported tens of thousands of developers,
hosting thousands of SCM repositories spanning
many TBs of data.

Find me on:

LinkedIn
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Objective:

Highly organized, DevOps-oriented software engineer looking to establish positive relationships with clients and colleagues and can adapt to any workflow. Exceptional prioritization, analytical, research and writing skills. Enthusiastically pursues practical application of knowledge towards task resolution and innovation. **I have over eight years experience** in the world's largest IT organizations leading world-wide teams to implement and support enterprise-ready software development solutions.

High-level work and personal summaries can be found on my profile site at the top of my Resume.

Education:

Bachelor of Science in Computer Engineering, May 2009
University of Nebraska-Lincoln

Technical Background:

Summary - Research & Development IT Senior Engineer

- Evangelist of GitHub Enterprise, DevOps Methodology and ChatOps
- Business Liason, documenting requirements and creating traceability
- Innovator/Developer, individual contributor
- Vendor Relationship management and technical contact
- Deep level support for Research & Development businesses at HPE
- Software Development Lifecycle (SDLC) Practitioner
- Escalations and firedrill contact
- Technical writing, documentation and presentation preparation/delivery
- Remote worksession and brown bag host
- Building relationships with people from many backgrounds and locations all over the world

Additional Detail

Enterprise Source Code Management Hosting

- GitHub Enterprise Primary Administrator
- Gerrit
- CollabNet Subversion Edge and TeamForge
- Microsoft Team Foundation Server
- Rational ClearCase
- Borland StarTeam
- WANdisco Multisite

Build and Quality Management (Enterprise Build, Testing, Requirements and Defect Tracking)

- Jenkins 2.0 (Pipeline enablement)
- Electric Commander/Flow
- Travis CI
- JIRA
- HPE Quality Center (ALM)
- Bugzilla
- Confluence
- Borland CaliberRM
- Sonatype Nexus
- Cloudbees

Operating Systems

- RedHat/CentOS/Fedora/Other Linux
- Ubuntu
- Windows (workstation and server)
- Raspbian
- Docker-based minimalist OSes

Technologies

- Docker Machine with Compose and UCP
- OpenStack, VMware, VirtualBox, Vagrant
- Microsoft Office Suite of Tools (Word, Excel, PPT, etc)
- LDAP/Windows Active Directory
- ServiceGuard/Symantec Veritas Clustering on Windows/Linux hosts
- Extensive experience in the Software Development Lifecycle (SDLC)
- Building traceability services between code and artifacts
- API-driven development, Ansible, Chef, Puppet and Automated Testing

Various Languages/Applications

- | | | |
|----------------|--------------|-------------------------------|
| ○ Shell/Linux | ○ jQuery | ○ GitHub |
| ○ Python/PIP | ○ EnyoJS | ○ GitHub Enterprise Appliance |
| ○ Ruby | ○ Bootstrap | ○ Terminal |
| ○ Java | ○ ReactJS | ○ Gerrit |
| ○ TestNG/JUnit | ○ Powershell | ○ Markdown |
| ○ C# | ○ Spring | ○ Latex |

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- HTML/PHP
- Javascript
- Groovy on Grails
- Perl/CPAN
- Web Services
- Markdown

Database

- Microsoft SQL Server
- Oracle
- mysql
- mongodb
- Redis
- PostgreSQL

Conceptual

- Technical document and presentation writing
- Inner Source and Social Coding mindset
- Agile
- DevOps
- Branding and Marketing

- JBOSS
- Apache Tomcat
- Ant
- Subversion
- Git
- Terraform

Hardware/Arch

- VLSI/Hardware Design
- MIPS Assembly
- Drafting
- Robotics
- VHDL

Workstreams

- Application
- Infrastructure
- Continuous Integration/Continuous Deployment
- Monitoring
- Analytics
- Testing

- Make
- NodeJS
- NPM
- Go
- Kubernetes
- Mesos

Test Automation

- HPE Quality Center (ALM)
- Unified Functional Testing
- Selenium
- TestNG/Junit
- Kong
- Postman (for APIs)
- Dockerized App Testing

Open and able to learn a different language/application in a short amount of time.

Today's Focus:

GitHub Enterprise at HP

- Primary Administrator (14k+ users, 22k+ repositories)
- Automated upgrade pipeline development using Ansible
- Power User
- Travel to teach and promote usage
- External team migration assistance
- Promoting/Teaching Social Coding and Inner Sourcing

Various Languages/Apps.

- Shell/Linux
- Python/PIP
- Ruby
- TestNG/JUnit
- Perl/CPAN
- Web Services
- Markdown
- jQuery
- Jekyll

DevOps/ChatOps

- Practicing and applying concepts to immediate team
- Evangelizing and presenting to external teams
- Creating training material and providing showcases
- Slack and Flowdock
- Hubot, integrations with various services like Grafana/Kibana, ticketing and file processing

Docker

- Engine
- Machine
- Compose
- Swarm

PaaS

- OpenStack
- AWS
- Azure
- Hubot-enabled vSphere

Communications

- Technical Writing
- Executive and Manager write-ups/proposals
- Virtual and On-Site Presentations on GitHub and DevOps
- Branding and Marketing

More Technologies

- Ansible
- Hubot
- Test Automation using Docker and Selenium

- Analytics with Grafana/Kibana/Logstash
- Nagios
- Postman

- Subversion Edge
- Adobe Premiere Pro, Captivate and Photoshop
- GUI Sketching using Pencil

Work History Summary:

2016

- Tech Con Social Coding Abstract Submission (TechCon16_Abstract_SocialCoding.docx)
- Migrated R&D GitHub Repositories from TS (Technology Services) R&D organization into our official GitHub Enterprise pilot instance
- HPE Discover London Demo Booth host. Topic: *Use DevOps to Shift Left for Enterprise Success*
- GitHub and Docker in the Datacenter in Production/Go-Live Planning in Fort Collins, CO
- R&D IT Learning Series Virtual Host. Topic: *ChatOps*
- ChatOps Training at American Airlines in Dallas, TX
- Jfrog Artifactory Worksession, large binary storage solution, Fort Collins, CO
- **GitHub Enterprise for Hewlett Packard Go-Live in March 2016.**
 - Built github.hpe.com Infrastructure and Appliance with Enterprise Group Shared Labs
 - Domain Name Justification and Implementation (with Marketing and Global Telecom)
 - SAML integration (with Cyber Security using PingFederate)
 - MTP Planning and execution (Feb 2016)

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- Became primary site administrator
- Attended South by Southwest (SXSW) in Austin, TX and provided report-out on DevOps, Full Stack Design and Mobility
- Hosted and Main Speaker of GitHub Enterprise Launch Parties in various locations. Promoting usage and answering questions from audience
 - Austin, TX
 - Shanghai, China
 - Roseville, CA
 - Ft. Collins, CO
- Reassigning IP Addresses and Renaming domain names of CollabNet TeamForge environment
 - Planning and Execution, Complete instructions in GitHub Enterprise Pull Request
 - Moved from hp.com to hpecorp.net domain
 - Total of 14 Test servers, 56 Production servers and over 30 TB of many thousands of git/svn repositories transformed
- Austin DevOps Dojo Host (PRP/NGQ/CPX hubot and git repository transformation)
- HPE Discover Las Vegas Demo Booth host. Topic: *IT Practitioner's Zone: DevOps in Action, Scaling to the Enterprise*
- R&D IT Learning series Virtual Host and HPE Discover follow-up
- R&D IT Learning Series Virtual Host - Inner Source, Social Coding and GitHub
- Migrated UseIT code, documentation and CI/CD procedures into GitHub Enterprise
- eCPQ team ChatOps Demo Virtual Host
- CPX team ChatOps Demo Virtual Host
- Wrote company-wide executive communication to promote Social Coding on GitHub Enterprise for HPE
- CPX Mobile App Design
- Weekly GitHub Rollout Updates to Executive Management
- FY17-FY19 Architecture Roadmap High-Level Sizing
 - Wrote beginner, intermediate and advanced team technical onboarding content
- Marketplace eCPQ SVN to GIT with Jenkins transformation
- Rebuilt end-to-end CTF Backup Procedures using Electric Commander for Disaster Recovery
- GitHub Universe Speaker Proposal Submission
- 3Par Hubot Build and Training
- Social Coding Interviews with business, measuring success across teams
- Wrote procedure to drop file into Flowdock for processing by hubot
- GitHub Enterprise Pre-Receive-Hooks workflow definition, testing for HPE SW
- Grafana Monitoring Expansion for TeamForge
- TeamForge Stabilization and License Reduction, no more hung replicas, cut license count over 50% for reporting, created Gerrit performance plan
- GHE Migrations and Training for CPX, PRP for COE cross-company training session
- First Docker-based Administrative Solution in Software Engineering - CTF Perl SDK Tools, all based on code
- Built initial fully automated web UI and fat client testing environment using Docker and Selenium, all based on code
- Common Operating Environment (COE) Best Practices, Consolidation, code reuse setup and DevOps adoption
- Wrote steps for Gerrit on Docker with Hyper-V Setup
- GitHub Q&A and adopting daily best practices for eCPQ teams
- Software Engineering Team 1-on-1s regarding DMO questions, support and guidance
- GHE Yehud Appliance specifications
- GHE 2.7.4 Upgrade Disk Error Fix, SSH Fix Mass Communications, SSH-key host key regeneration
- Deloitte Software-Transformation setup
- DevOps Technical Sync-up Sessions with Solutions Team
- CTF and GHE Divestiture activities, Apptio Reporting Automation
- GitHub Enterprise Everett Cluster Build
- Knowledge Gap Framework Build-out, to contribute to cross-training and team growth
- Social Coding training effort for HPE IT "Digital Revolution"
- Wrote, created and directed Social Coding video based on "The Office" theme
- Attended **GitHub Patchwork** Event as a mentor (November 15, 2016) <https://github.com/blog/2275-patchwork-austin>
- DigiRev DevOps Presentation, teaching DevOps methodology, concepts and benefits to new IT employees
- Executed GitHub Enterprise 2.8.1 Upgrade
- CollabNet TeamForge Subversion/Gerrit environment Replacement Planning
- Test Automation (TAO) Engagement for GHE and CTF Replacement test framework

2015

- Wrote end-to-end TeamForge environment automation installation scripts using Shell/Python
- Developed LDAP authentication cache to improve subversion performance and upgraded to Subversion Edge 4.0.8
- Built SCM code archive server
- Built dedicated Subversion host on-site and provided migration utilities for HP Software team based in Tel Aviv, Israel
- Changed Symantec Veritas-based clustered hosts to using ServiceGuard
- Automated migration of 118 HP CloudOS git repositories into GitHub, executed during code freeze

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- Completed exit of 50+ TeamForge application hosts from legacy datacenter into NextGen DC with minimal downtime
- Worked with teams in Tel Aviv to consider release schedule and onboarding onto Subversion Edge hosts for local on-site installation
- Built Periodic Table of Dev Tools to showcase at HPE Discover London
- Automatic application of Ghost vulnerability fixes across Linux-based environment
- Held various virtual training sessions for teams interested in using git
- Began research into feasibility of a GitHub Enterprise instance for Hewlett Packard
- Visited GitHub headquarters to talk about HP instance
- Attended DockerCon 2015 in San Francisco and HP headquarters in Palo Alto to understand how to apply container concepts to existing workflows
- Worked on Datacenter split for HPI/HPE company asset separation (network/application/infrastructure level)
- Completed team transformation to Agile methodology, beginnings of application of DevOps with purchase of Flowdock licenses
- Hosted Docker training classes for various HP teams in Fort Collins, Austin and Houston
- Met all Legal Audit requirements of our thousands of SCM repositories across multiple hosting solutions well ahead of schedule
- Using Ansible to audit system-level kernel parameters to ensure subversion host performance impacts do not occur for end-users
- Automated application of SSL certificates to Apache servers
- Enabled traceability between subversion hosts and Bugzilla defect tracking using Scmbug
- **Launched Pilot instance of GitHub Enterprise for Hewlett Packard and served as Primary site admin in August 2015**
 - This was the beginning of my team's efforts to transform the entire development culture at Hewlett Packard with GitHub Enterprise at the core
- HPE/HPI company separation firewall activation just before deal close
- Wrote technical paper titled *Global Collaborative Development using a Social Coding Platform* that describes how to make a large enterprise successful in shifting left with GitHub as a foundation

2014

- Israel on-site HP Software, Indigo and IncrediBuild (Tel Aviv, Israel)
 - **Manager Review:** POC was a success and we are putting an environment in for HPSW to support their development needs.
- Atlanta Datacenter shutdown, exit planning and execution
 - **Manager Review:** James is helping lead the SCM team and is instrumental in the Atlanta Exit activity.
- Common Engineering Environment TeamForge Compartmentalization Design
 - **Manager Review:** James was key in the designing of a compartmentalization strategy that won't negatively impact the SCM tools or performance.
- Complete Autonomy Migration and Legacy Retirement
 - **Manager Review:** James received very positive feedback from the Autonomy team all year in supporting them in planned and unplanned migrations to the central service.
- Drive Cyber Security Program and Technical requirements to remediate security gaps in SCM, Build and Quality: Immediate focus areas are CIO findings and Self-reported risks
 - **Manager Review:** James is a natural leader with business acumen beyond his years.
- Forj Team Hackathon in Guadalajara, Mexico
 - **Manager Review:** The FORJ team was thrilled to have his involvement and his thought leadership for this initiative.
- Increase automation capability to open source and HPSW solutions to drive PDE and business efficiencies in Q2.
 - **Manager Review:** James not only participated but brought back ideas and ways to improve our automation for SCM as a whole.
- WANdisco Multisite Retirement
 - **Manager Review:** All repo's were migrated within our control, this will finish up in H1 FY15.
- Scale UseIT to support TeamForge requirements as adoption grows over the year.
 - **Manager Review:** This was a major success and has been a very low touch solution for us in terms of maintenance requirement.
- TeamForge Automation Enhancements and Maintenance
 - **Manager Review:** James did a great job ending FY14 by focusing on automation and putting us in a good position to execute quickly, with great quality to meet our very aggressive goals for FY15.
- Team Foundation Server 2013 Upgrade
 - **Manager Review:** Completed on time and with excellent quality.

2013

- UseIT R13.1 Deployment
 - Nexus Cache Manager
 - Nexus Worker Service
 - UseITUIOnyx First Release (Web UI for self-service requests based on EnyoJS)
- UseITUIOnyx Cross-Training
 - Many enhancements in second release
- Scrum Master Training and Certification
- UseIT R13.3 Deployment, working for more frequent/automated deployments
- TFS - Completed merger/acquisition project for Healthways & MNLARS Accounts
- Business Service Manager Reporting on demand
- CTF Manager Completed using Java, HTTP REST API, and Oracle DB

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- Data Model definition
 - DML/DDL
 - useITJava Modifications
- CTF Worker service completed
- Eclipse Perl LDAP Lookup Tool, using Perl and Shell
- Veritas Cluster Server by Symantec training, virtual host
- WebOS/Palm HP to LG (Divestiture) MADO
- Developed and Upgraded EnjoJS app for TeamForge automated project provisioning
- TFS - Completed Project Export for Alberta, Canada Team
- CTF Project Hierarchy establishment
- UseIT CTF Synchronizer (March 2013)
- Wrote 18,303 new lines of code for TeamForge Role-based access (RBAC) provisioning
- Wrote instructions for IT build solutions team on UseIT-Nexus Authentication
- CTF ASTA (Security) Scanning remediation
- Subversion Edge Introduction Presentation development
 - Videos:
 - Introduction to CTF Web Interface
 - StarTeam to CTF Migration
 - ALM/ALI
 - Project Administration
 - External CSD200A to External CTF2014 Upgrade
- CTF_Soap_API_Baseline project
- Document on how to create video recordings on HP Connections
- Developed Performance Anywhere Java Vuser (Virtual User) Point-of-Presence monitors for BPM
- Autonomy merger/acquisition execution
- Established Product Owners forum for R&D team representation in our roadmap discussions
- TeamForge Subversion Edge Replica Validator code
- SVNAdmin Customization Python Script
 - Custom wrapper around svnadmin.sh to stripe SVN repositories across multiple filesystems
 - Code complete in October 2013 and still in production today
- CTF Project Status Notifier
- Took over PDE-IT Architect Forum Lead
- StarTeam Audit Code
- EC Yourkit Java Profiler for break/fix situation
- TFS ES S13.04 (ITG) Quarterly Release to enable .NET 4.5
- Git/Gerrit Training virtual host for R&D
- SVNBackup/GitBackup/Postgres Backup procedures
 - Custom Python "SVNBackup" script to create hot backups of thousands of SVN repositories across host with 85 filesystems and growing (expandable)
 - Took CollabNet-provided standard code and upgraded it to handle Subversion repo revision numbers with seven (7) digits
 - Some of the repos we hosted had over one million revisions each
- TFS@ES S13.04 Quarterly Release (October 2013)

2012

- Instantiated centralized Fortify 360 code scanning solution for R&D developers using Python and Java
- Built Electric Commander to Fortify build manager integration
- Remote Team Foundation Server Cache Agent Deployment in RCS
- Lead investigation into VMware performance issues in HP NextGen Datacenter
- Wrote UseIT "Reporter" Security Model and Documentation
 - An API interface into UseIT database for reporting, written in C#, ASP.NET, MSSQL and used HTTP REST
- UseITReporter Authentication Development using OAuth
- Build SCM Host cache manager for Role-based access auditing
- Created HP IT Software License Taxonomy
- Wrote custom log parser service for UseIT, written in C#, Powershell, MSSQL
- Designed and build UseIT Web UI for Registering OAuth Tokens
- Led discussions in future roadmap of Source Code Management strategy for over 50k R&D developers
- Team Foundation Server 2010 upgrade and .NET Framework 4 deployment for MSBUILD services
- LDSS 9 for HP Code Review
- CDA/DSL demand request. (Continuous Delivery Automation) Maven and Nexus Configuration
 - Started with Sonatype Nexus, would later investigate Jfrog Artifactory
- Austin Lab infrastructure evaluation
- TFS/ALM (HP Quality Center) work item/defect/requirement synchronization service

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- Printelligent merger execution
- Continuous Delivery Automation
 - F2F meetings in Palo Alto (5/14 - 5/18)
 - TFS NuGet build extension
 - Model View Controller build using Enyo
 - Vagrant setup in Production
 - To spin up developer workstations/test machines on-demand
 - This was before our private cloud based on OpenStack was available, and no AWS licenses at the time
- Took ERMS (Electronic Records Management System) training for records management and became a Records Coordinator (RC)
- Completed creation of useITUIOnyx
- Identified solution to SSH to Windows servers

2011

- Infrastructure build out:
 - Upgrades and build out of the CaliberRM requirements management application
 - Technical refresh of all legacy Windows 2003 operating systems
 - Developed strategy to create a feasible High Availability solution for multi-city datacenter deployments for IT applications
- Created "datamart" extraction tool for CaliberRM reporting solution
- Held Source Code Management feasibility demonstrations using GUI and console-based clients
- Wrote "SQM Watchdog" Caliber service to monitor primary proprietary database connection service
- Wrote code for HP Code Signing service, in-house application built on C#
- Build Partner Reverse Proxy service for external (internet) access to internal Source Code Management (SCM) solutions
- Migrated all SCM assets into new Datacenter after legacy building began shutdown procedures
- Wrote user and project cleanup automation services based on Java API for CaliberRM, to reduce license utilization and provide reporting mechanism
- Led executive review of core business value for team services, including reduced Time-to-Market and issue resolution for developer experience
- Built TFS/SQL Reporting Service user data synchronizer based on ASP.NET to provide a seamless access model for developers
- Pushed and implemented key change to enable SSL/HTTPS on primary TFS service
- Established build server automated retention policies for archival and audit purposes
- Deployed ant/make via Ansible to build workstations to provide service to development community
- Analyzed Support Demand for team and architected fully automated internal support system called UseIT
 - Purposes:
 - Reduce ticket count to team to focus on innovation
 - The applications we host have a variety of different API technologies. Tie into each one from UseIT to provide single API bridge
 - Consideration for programmatic asynchronous access to our applications and performance impact that this solution would incur
 - Provided directory lookup service for our development community (an LDAP wrapper)
 - Real-time job execution status dashboard build with Javascript and Enyo framework
 - Still in Production today
 - Processed tens of thousands of jobs since Day 1
 - Exposed a test-driven API for baseline metric gathering for our applications
 - Application build across Windows/Linux servers and written using C#, Java, Javascript, Groovy and HTTP REST-based API
 - Used Oracle Database instance
- UseIT application test case creation using HP Quality Center and Vugen
- Identified and replaced Visual SourceSafe Asset
- Merger of ES business and merged TFS Project Collection into primary instance
- Consolidated four TFS Project Collections into a single farm
- Built Analytics software package based on Shell script and Python for WANdisco Multisite (Subversion) host
- Wrote WANdisco Multisite Repository Creation site based on Groovy, Shell and HTTP REST

2010 - Intermediate Level

- Administered primary Visual Studio Team Foundation Server host at Hewlett Packard servicing 3,000 developers. One of the top 20 most stable applications in IT of over 1,500 applications with 99.99915% availability over the course of the year (82 minutes downtime).
 - Consolidated three TFS instances into the HP Datacenters, became lone administrator for the application after clean cut from previous EDS team, beginning in FY10 Q1 with users of the application bringing HP multi-million dollars from various complex development projects.
 - Integrated and stabilized components of TFS, including Work Item tracking (defects, QoS, requirements, etc...), Reporting Services, Build Management in both NGDC and user managed build environments, Team Collaboration, and Source Control Management/Version Control with database instance updates and utilization of load balancing devices.
 - Developed relationship with various Microsoft representatives with regard to the TFS environment and their support and go-forward plans with the tool. Worked with Microsoft to formulate product roadmap.

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- Worked to resolve developer issues as well as formed a plan to upgrade the environment from version 2008 to version 2010
- Planned and lead a Team Foundation Server 2008 workshop in January 2010 to help train Customer Support and Operations Control in the functionality and usage of the TFS application
- Worked with Saber to migrate hundreds of repositories within a couple of months timeframe, considering and keeping in mind development release plans.
- Developed critical fix for TFS on May 14th, 2010. Once users upgraded their clients prematurely to the Team Explorer 2010 edition, the fix was needed, potentially costing HP \$5.6 million in revenue if issue was not corrected. Related to integration between project planning component and SharePoint
- Planned and executed TFS 2010 upgrades on multi-server deployment
 - Includes post-migration activities
 - Worked extensively on DEV environment to ensure successful upgrade on ITG, before roll-out to PRO
 - Created E-mail alerts as a feature to notify users of various TFS application activities through email
 - Enabled Team System Web Access to allow clients to connect via browser
 - Tested and implemented a fix to allow users to connect to TFS through the Linux based Eclipse platform
- Worked extensively after upgrades to resolve all developer issues post-upgrade to TFS 2010, to conform with individual workflows
- Developed go-forward FY11 planning to include demand for capacity to hold 20,000 users (an increase of ~1000% from current statistics)
- Became administrator for two Borland CaliberRM instances in January 2010 and began to learn the CaliberRM SDK to understand other dependencies to the application, such as Business Availability monitoring and to develop the custom support request tool for developers.
 - Maintained close technical relationship with MicroFocus to handle arising issues and break fix applications
 - Planned and executed the CaliberRM 2008 SP1 server-side upgrade at the same time as the TFS Saber migrations
 - Worked multiple unplanned break/fix sessions over the course of FY10 to apply fixes as recommended by MicroFocus
 - Inherited the PDEIT00782BC E2E/S2S Move package to move the CaliberRM ALM instance to a new Virtual Site-to-Site configuration
 - All planning and implementation (Tidal, Backups, GSLB, SAN, Application Installation, Failover testing, HADR documents, E2E meetings and collaboration with BC program) completed after hardware was delivered to us
 - Implemented Site-to-Site cutover for High Availability
- In addition to my primary goal of developing the TFS application, I helped to execute additional tasks set for the PD&E team throughout FY10
 - Developed ALM Wiki SharePoint site for use to advertise updated information to all ALM software solutions we provide to HP Research and Development
 - Helped obtain, verify, and setup new hardware for new hardware setup for HP Quality Center application
 - Performed both Windows Vista 64-bit and Windows 7 application testing for TFS and CaliberRM
 - Worked extended hours throughout FY10 for various activities, including:
 - Five weekends in FY10 for Saber migrations and CaliberRM upgrade to 2008 SP1
 - Six weekends in FY10 for CaliberRM fixes, TFS upgrades, and QC link updates
 - Multiple other weekends for enhancements or break/fix issues on core IT services
 - Volunteered holiday time off to build support services for teams without coverage
 - Developed testing framework based on HP Virtual User Generator for Point-of-Presence-based testing procedures for API-enabled applications
 - Handled 262 support tickets, 18 cases with MicroFocus (Borland), 17 cases with Microsoft, 15 "Problem" tickets to resolution, 68 requests for access to sensitive HP servers in the Next Generation Data Center, and 91 Change Records.

2009 - Entry Level

- Introduction as Junior-level employee, in charge of knowledge transfer from Argentinian team of 11
- Instantiated Visual Studio Team Foundation Server 2008 (SQL 2005) as potential supplement to Subversion SaaS
 - Symantec Veritas Cluster Server for High Availability
 - Microsoft SQL Log Transaction Shipping for Disaster Recovery
- Planning for retirement of Windows Server 2003 OS in HP Datacenters
- Attended Microsoft Developer Training remotely
- Working with distributed team, using Microsoft Office Communicator for audio/video communications
- Completed HP/EDS merger of Source Code Management solutions
 - Migrating data from EDS to HP domains
- Created SharePoint for project collaboration
- Added to HP IT Deep Level Support workgroup for support requests from Product Development and Engineering

Managerial Reviews:

From December 2015

Rating:

EE - Exceeds Expectations

Manager Comment:

Over the year, James leadership skills have been apparent and as an avid technologist James has strategically influenced the SCM future state vision and increased the stability and self-healing capabilities within the software domain directly benefiting the company at the pan-HP level by providing always available solutions. Beyond these strategic directions, James has led a team of source code engineers while

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providing on-boarding support and assistance to team which has turned over 50% of our staff in the last 12 months, all while supporting an install base of well over 50K R&D users.

Early in the year James partnered with HP Software to instantiate a CTF instance in Yehud Israel to streamline and enable their software development lifecycle and to reduce their dependency on an alternate SCM solution creating duplicate cost within HP. James worked off hours to create the instance according to the business schedule and to ensure a seamless on-board of their users and repositories. James continues to exemplify his ability to act as a trusted partner, and providing advisement toward making the best decisions for the business and HP.

James has business acumen and business engagements skills well past his years. This allowed James to lead the internal HP team and the vendor through the process of creating an LDAP cache service which met GCS requirements while buffering the large user base from chronic LDAP instability and out of synchronization issues.

James routinely demonstrates exemplary behaviors to create value. In an extremely busy year with the Atlanta Exit, HP Separation and the remaining POA. James has volunteered to be a key strategic leader in the creation of the HPE and HPI implementations of GitHub Enterprise. James is leading a diverse team of SSIT, Build and Deploy, Contractor and R&D IT employees thru the technical assessment and the design of an Intersource and Social Collaboration SCM solution.

The summation of James achievements for this year has exceed the expectations of the job. He has reached across organizational lines to drive alignment and innovation while influencing the decision making of senior level executives with an appropriate balance of urgency. James has an incredibly bright future in PDE and I look forward to working with him over the next year.

From December 2014

Always Accountable –James has given everything to his tasks and takes great personal pride in his work. He is always accountable and delivers on time, each time. He always demonstrates urgency in responding to any issues that are raised. James also has excellent business acumen and business engagement skills delivering at the highest level within his job description. He worked diligently and has shown measurable value and driven results in the SCM and Security spaces. His accountability and focus on the customer has helped move the needle and he is always trying to find ways to improve our services ensure we are delivering on our commitments.

Will to Win – James in my opinion ranks very strong in this category. He has a strong desire to make the SCM Team the best we can be. James is willing to do what is necessary to bring value to the organization, if that is being a supporting individual contributor or if it is leading a team. James has had a great year and been a major contributor in both the SCM and PD&E IT Security initiatives. James manages multiple priorities with ease and does more than his part to ensure we are delivering on commitments

Passion for Customers – I think the continued demand for James time year over year is the largest testament to his passion for customers. We receive request for James time on a frequent basis from R&D, HP Software and ES to help them in designing solutions, validating solutions and troubleshooting issues. James is always willing help regardless of the personal sacrifice of time of day.

Highly Capable & Innovative – People like James are the future of HP, he encompasses the New style of IT Developer. He is a creative developer, an experienced tester, has a solid understand of security requirements, understands operations and how we should leverage infrastructure as code, and has excellent customer and business analyst capabilities. James on a regular basis provides well thought out solutions that bring new and creative solutions to complex problems within our space.

People & Team Developer – James has volunteered to be the on-boarding buddy for the majority of our new employees. He understand that we will succeed or fail together and that the team is more important and any one individual. James is good a continuing to sharpen his skills and is helping mentor and guide our new employees. James is evaluating how he can help fill the gaps in architectural experience in the SCM team that arose during FY14.