Derek A. Anderson

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— Technical, analytical, and very personable. —
— Leader, focused on reliability and professionalism. —
— Learning-oriented and continuously improving my skills. —

EDUCATION & TRAINING

The Ohio State University
BS, Computer Science & Engineering, 1999

We Can Code IT
Software Development Certificate, 2017

TECHNICAL INVENTORY

Java • Spring • Hibernate • JavaScript • jQuery • HTML5 • CSS3 • Bootstrap • MVC • Responsive Design / Mobile
Structured Query Language (SQL) • Object Oriented Programming • Gradle • Source Control / Git

ADDITIONAL EXPERTISE

Systems	Sun/Oracle entry-level, mid-range and high-end servers (e.g. E25K/M8000/M9000/Sparc M6-32/T-series)
Storage	Sun/Oracle entry-level, mid-range and high-end storage (Hitachi 9910/9960/ VSP 9900V), StorageTek
Operating Environments	Solaris 10, and Linux (Oracle Linux, Fedora, SuSE, Mint, CentOS
Software	Sun Cluster 2.X, 3.X, Solaris Volume Manager, Veritas Volume Manager, ZFS, Basic Shell Scripting, Common Array Manager
Networking	Knowledge of WAN technologies, Knowledge of complex corporate network environments, TCP/IP, DNS, DHCP, SSH and FTP
Certifications	Certified System Installer/Sun Cluster 3.X, Certified System Administrator/Oracle Solaris 10, Certified System Administrator/Solaris 7, Certified Network Administrator/Solaris 7, Solaris 10 Advocate Accreditation, Sparc Enterprise M-Series Server Advocate Accreditation, Exadata Advocate Accreditation, Oracle x86 Server Advocate Accreditation, Oracle Sparc T-Series Server Advocate Accreditation
Virtualization	Solaris Zones, Dynamic System Domains and LDOMS, Oracle VM VirtualBox
Automation	xVM Ops Center
Cloud Computing	Familiarity w/ Cloud Computing Core Concepts

CAREER HIGHLIGHTS

- **Mid-America Service Excellence award winner, recognized for role as technical lead on successful upgrade of customer primary revenue generating platform with no service interruption or issues. Technical expertise, customer focus, team approach cited as key element of success**
- **Sun B.O.B (Best of the Best) program graduate**
- **Team Lead of dedicated on-site team for elite Oracle customer**
- **Completed time and materials services and other service deliverables that generated revenue**
- **Managed escalations of diverse complexities to completion**
- **Designed and implemented installations for several elite customers**
- **Successfully upgraded primary revenue generating platforms for assigned accounts**
- **Team lead on MAA Field Change Order implementation initiative for OH/WV/PA**

EXPERIENCE HIGHLIGHTS

Oracle Corporation
Senior Field Support Engineer, Feb 2010-2017 May

Managed daily dedicated account activities, customer relationships, and provided on-site technical support. Served as front-line technical lead on all escalations for an elite Oracle account. Performed installation, upgrades, and configuration of complex high-end platforms.

- ▸ Led an Oracle dedicated onsite team supporting a multi-million dollar service contract for elite customer
- ▸ Primary point of contact for all Oracle related HW/SW issues and escalations at dedicated site
- ▸ Installed and configured Oracle T-series/M-series servers
- ▸ Managed daily site activities and performed onsite support services for all Oracle/Sun servers, Acme Packet, StorageTek tape libraries, and Solaris OS
- ▸ Managed organization and planning of $250,000 dedicated on-site parts inventory to support dedicated account
- ▸ Coordinated and performed capacity upgrades to all Oracle/Sun Servers
- ▸ Provided support for dedicated customer SA community with answers to Oracle related questions and details for project implementations
- ▸ Assisted dedicated customer with infrastructure build out as needed (installing servers (HP, Dell), running network and SAN infrastructure, installing network switches and routers)
- ▸ Coordinated proactive support measures to prevent unnecessary system outages
- ▸ Identified dedicated account problem areas and new developments

Sun Microsystems
System Support Engineer III, System Support Engineer II, System Support Engineer I, Jun 1999-2010 Feb

Defined, recommended, and implemented hardware and software installation plans for customers. Provided post-sales on-site and telephone based product support to customers. Conducted service revenue risk assessments as needed. Collaborated with account team including sales, storage, systems and professional services to evaluate account activities, problem areas and new developments.

- ▸ Engineered solutions, assisting sales engineers to demonstrate excellent product performance leading to increased product and service sales
- ▸ Supported our in-house teams and clients by supporting Sun products including hardware, software, solaris, and Sun Cluster systems
- ▸ Reviewed multiple network service accounts on a monthly basis and reported findings to clients and in-house teams
- ▸ Led Junior System Support Engineers, Field Engineers, and IT staff to success by educating and mentoring them
- ▸ Installed and configured Sun Mid-range/High-end server products and storage, provided customer run book
- ▸ Installed, configured volumes, and presented luns for SAN on Hitachi 9900 V series
- ▸ Performed Sun Hardware recertification activities to reclaim additional service revenue
- ▸ Coordinated and performed capacity upgrades to all Sun Servers and Storage products
- ▸ Mitigated risks by preemptively preventing system outages and assessing customer system vulnerabilities