**Name:**  Drew Taylor

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**Nationality:**  Australian

**Career Summary**

Highly technical and customer service focussed engineer with experience throughout many diverse sections of I.T. including Helpdesk, Cloud, VOIP, ISP’s, Servers (Windows and \*nix) and Networks; I’ve done it all. Excel in growing my staff, and myself, through training and positive reinforcement. Believe strongly that a combination of staff growth and a strong focus on technology are the best ways to help our customers and our company solve problems and grow together

**Employment History**

**UpGuard INC (Formally ScriptRock)**

August 2014 to present

**Role:** Operations Manager

**Key Achievements:**

* Two years experience with Amazon Web Services; EC2, VPC, RDS, Workspaces, S3, CoudFormation, Route 53
* Migration from EC2 to VPC in Amazon Web Services. Transitioned 20+ servers and Relational Databases with very little downtime. This included our customer facing tool that has over 8000 hit a day
* Daily upkeep of over 150 servers across many different platforms; AWS, Google Cloud, Digital Ocean, Linode and internally hosted vSphere
* Setup and maintained multiple VPN tunnels to connect our disparate Cloud environments using Cisco ASA’s and RouterOS
* Maintained a fleet of 50 OSX machines and 30 iOS devices
* Maintained a 99.99% uptime on our public facing web tool
* Wrote and maintained Ansible scripts to help with deployment of our tool to customers needing a behind the firewall appliance
* Deployed over 60 behind the wall appliances from initial run up to day 1 deployment with customer remotely
* Setup and supported two separate Single Sign On applications; Bitium and then Okta
* Worked with senior engineers to move to a Docker model for our appliances and single tenant appliances that includes updating through a registry
* Supported Docker and GCE
* Basic Golang coding and code upkeep

**Pentana Solutions**

July 2010 to July 2014

**Role:** Network Operation Centre Manager

**Key Achievements:**

* Grew team from 3 staff members to 20. Initial scope supporting networks, but the team now performs server/network run ups, installs and supports Operating Systems (Windows/Unix/Linux) and Networks including CLOUD
* Incorporated the Systems (Unix/Linux) team, the System Build team and the Networks team into one “Global NOC” by encouraging team work and knowledge sharing
* At the request of the Executives scoped, planned and initiated a “Follow the Sun” model for worldwide support as our customers are in 122 countries and we have a requirement to support CLOUD
* Successful roll out of a new networks product, NOVAlink, from customer interaction to setup to install to support. Used in over 200 dealerships worldwide
* Restored faith for our biggest customers by dealing with them directly and opening lines of communication
* Worked with Infrastructure team to plan a supportable model for the Pentana Solutions CLOUD including Co-Location support

**Principle duties included:**

* Staff management of a team of 16
* KPI’s, goal setting and mentoring for the team
* Escalations and customer interaction
* Critical incident management, resolution and reporting
* Generation and distribution of post incident responses to customers and internal management
* Staff recruitment, training and induction
* Monitoring and fault resolution for CLOUD based services
* Working closely with sales and pre-sales to deliver supportable solutions
* Creation and upkeep of policies and procedures

**Fujitsu Australia Limited**

July 2007 – April 2010

**Role:** Systems Engineer / Team Leader – VOIP compliance testing

**Key Achievements:**

* Creation of a complete suite of tests for Polycom hardware/software from scratch
* Managed and fostered the relationship with our biggest customer
* Setup VOIP hardware test lab including servers, network and phones that could be quickly wiped/restored for testing
* Setup reporting structure and worked with client to ensure the end result suited their needs
* Training, induction and ongoing relationship building with 3 staff members

**Principle duties included:**

* Creating compliance tests to be run on VOIP telephony devices
* Team lead a team of 3 engineers including rostering, reporting, KPI’s and goal setting
* Updating all compliance tests for new hardware or upgrades to existing hardware features
* Performed tests on assigned hardware for large Telco
* Reporting any and all bugs to the manufacturer through an internal process
* Confirming that all, and any, 3rd party software products work correctly with each device
* Setup a test lab used at Fujitsu to do onsite testing. This includes servers (Windows 2003 server), routers (CISCO network) and CPE devices
* Configuration of test lab for each new device
* Testing interoperability of the CPE with Broadsoft . These features are invoked by sending specific SIP messages to the CPE from the Broadsoft AS
* Taking ownership of each tested product from start to hand over to the client
* Deliver client training for new products, and advise of any issue with the product
* Ensuring the interoperability of the CPE with Clients existing fixed and mobile telephony networks

**AAPT Pty Ltd**

November 2004 – July 2010

**Role:** Senior Support Technician / 2IC

**Key Achievements:**

* Created Wiki to ensure all knowledge was shared and updateable
* Interview, hired and trained all new staff over the time I was in the position
* Fostered greater relationships between departments by having weekly training sessions outside of the Support Desk

**Principle duties included:**

* Supporting staff by answering technical questions or taking escalated calls.
* Liaising between the Service Desk Team Leader, and the staff to relieve pressure on the TL
* Making sure all procedures and technical information are up to date, easy to read and correct
* Attending meetings with other departments to encourage communication between them and the support desk
* Training new staff
* Interviewing, hiring staff and performing induction training

**Role:** Support Technician – Level 1 & 2 Corporate ISP Support.

**Principle duties included:**

* Managing each incoming call to completion by monitoring the open ticket, updating it daily, and keeping contact with the customer
* Actively clearing the incoming tickets that are emailed in to support by customers
* Performing remote reboots and remote hands for customers with onsite Telehoused connections and servers
* Support wide range of ISP technologies such as: ADSL, Fibre, Ethernet, Web Hosting, DNS, Domains, Mail hosting and a wide range of other products and technologies

**Damovo Australia**

April 2001 – April 2002

**Role:** Systems Engineer – TAC Support

**Principle duties included:**

* Taking incoming calls from Ericsson PABX technicians who are on-site at customer’s premises and advising on hardware/software issues.
* Taking escalated programming tickets from the faults group. Calling back customers and assisting with their issues.
* Making sure all bugs are fully documented and tested then sent to the PABX team in Sweden.
* Support for 3000 customer sites Australia wide.
* Staff training and procedure writing.

**Ericsson Australia**

January 1999 – April 2001

**Role:** Internal Help Desk – TAC Support

**Principle duties included:**

* 1st/2nd level phone support for internal Ericsson Employees Australia wide
* Windows and Unix environment support.
* Consistently maintained a high rate of closure at first point of contact.
* Responsible for Print services, User accounts and Group administration on the internal NT domain
* Provide 24x7 support for critical servers in the main datacentre
* System monitoring, tape back-ups
* 1st level programming support for Ericsson Business Phone systems
* Perform numerous other outsourced, phone based roles
* 1st/2nd level phone support for 3000 PABX customers Australia wide

**Technology Skill set**

**Windows Server:** 2003, 2008,

**Unix/Linux:** Solaris 10, Redhat, Debian, AIX

**Mail:** Microsoft Outlook, Lotus Notes

**Network:** CISCO, Juniper

**Virtualisation**: VMWare, Hyper V

**Telephony:** Cisco Supervisor, Broadsoft, Polycom