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Summary

Experienced IT professional based out of Westminster, CO with about 20 years experience. Recently decided to add web development to my skill set. Currently attending the University of Denver Coding Boot Camp.

<https://markraud.github.io/mr-portfolio/>

<https://github.com/markraud>

Experience



Storage Administrator

Capgemini

Dec 2013 - Present (7 years 5 months +)

Supported Honeywell's storage environment by performing problem determination and recovery for outages. Job tasks included storage allocations, storage reclaims, software and microcode upgrades, data migrations, new storage device configuration and general maintenance of storage environment. Worked on NetApp, Hitachi and EMC storage devices and Cisco switches.



Storage Administrator

IBM

May 2011 - Dec 2013 (2 years 8 months)

Supported multiple accounts performing problem determination and recovery of critical issues. Job tasks included storage allocations/reclaims, hardware replacements and general maintenance of the storage environment. Worked with NetApp and IBM FAStT storage and Cisco switches.



Business Recovery Manager

IBM

Nov 2005 - Apr 2011 (5 years 6 months)

Accounts: ACI Worldwide, IBM eBusiness, IBM BTO/MBPS, ACI Worldwide, Whirlpool, Wellpoint). Drove recovery of business critical outages by assessing impact, authorizing/coordinating recovery actions, conducting management notifications and acting as a focal point for escalations.



OnDemand Data Center Transition Leader

IBM

Nov 2004 - Nov 2005 (1 year 1 month)

Worked with project managers to transition new accounts into the OnDemand Data Center Operations. Gathered, organized and created account specific documentation. Tested monitoring tools and trained operation's staff.



Situational Duty Manager

IBM

Aug 2002 - Nov 2004 (2 years 4 months)

Drove critical situation outages for multiple accounts. Acted as a point of escalation. Conducted management notifications and coordinated recovery actions.



Distributed Operations Team Leader

IBM

Jan 2002 - Aug 2002 (8 months)

Lead team in monitoring IBM internal servers and infrastructure. Worked closely with support and management to improve monitoring and establish/maintain processes and procedures.



Operations Transition Team Leader

IBM

Jun 2001 - Jan 2002 (8 months)

Franklin Templeton and Fiduciary Trust accounts: Worked on the transition of Franklin Templeton's operations center from Florida to Boulder. Worked with various teams to document processes and procedures. Prepared operations center in Boulder (connectivity, hardware, software etc...). Assisted in disaster recover efforts and the transition of Fiduciary Trust from New Jersey to Boulder following 9/11. Worked with various teams to establish processes and procedures. Preparing operations center in Boulder (connectivity, hardware, software etc...).



Systems Management Professional, Operations

IBM

Jan 2000 - Jun 2001 (1 year 6 months)

Monitored IBM internal servers using Tivoli. Worked closely with support and management to resolve hardware and software issues critical to IBM.

Education



University of Denver

Coding Boot Camp, Web Development

2021 - 2021



New Mexico State University

BBA, Business Computer Systems

1995 - 1999

Licenses & Certifications



LPI Linux Essentials - Linux Professional Institute



Python for Everybody Specialization - Coursera

R5EEVJMBAEPM

Skills

Web Development • Network-Attached Storage (NAS) • Storage Area Network (SAN) • IT Operations •
JavaScript • HTML • CSS • Materialize CSS • Bootstrap • NetApp Storage