Mike Black

Principal Knowledge Engineer at Veritas Technologies

linkedin@elmailbox.com

Summary

Software professional with broad skillset and years of customer-facing, troubleshooting experience

Experience

Principal Knowledge Engineer at Veritas Technologies

October 2015 - Present

- Coordinating with IT, and the Support Delivery teams, on the development of fixes, and enhancements to our Salesforce Knowledge Management implementation
- Creating, editing and curating technical articles for our knowledge base and our Technical Support landing pages

Principal Technical Support Engineer at Symantec

October 2013 - October 2015 (2 years 1 month)

I provided technical support for Veritas products across multiple platforms (Windows, UNIX & Linux). Some of these products included:

- Volume Manager (VxVM)
- Cluster Server (VCS)
- InfoScale, Storage Foundation and Storage Foundation High Availability (SF and SFHA)
- Operations Manager (VIOM)
- Backup Exec

Here are some of the tasks that I performed as a TSE:

- Supporting Veritas applications across multiple platforms, including Windows, Linux, Solaris, AIX and HP
- Configuring and managing disks, volumes, RAID sets and dynamic disk groups
- Recovering disks and volumes by examining the sectors of a disk, including the partition table, boot sector and private region
- Quickly restoring production in the event of an outage
- Delivering timely, and credible, root-cause analyses (RCAs)
- Creating and manipulating snapshots for off-host testing and processing
- Configuring replicated volumes for global clusters

- Writing, editing and publishing hundreds of technical articles for the product support knowledge base, including many of the most commonly used articles
- Building and maintaining the external support landing pages for the Information Availability product group
- Configuring backup rotations, hardware, tape drives, robotic libraries, storage-area networks (SANs), clusters, SCSI chains and a variety of network-attached storage (NAS) devices
- Backing-up and recovering Windows, Microsoft Exchange, Microsoft SQL Server and Oracle, as well as the backup and recovery of their respective databases

Senior Technical Support Engineer at Symantec
July 2008 - October 2013 (5 years 4 months)

Technical Support Engineer at Symantec
July 2005 - July 2008 (3 years 1 month)

Education
University of Florida
MA, Mass Communication, 2017 - 2020
Florida State University
BA, Computer Science, 2011 - 2015
Activities and Societies: Phi Beta Kappa

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Linked in.

Contact Mike on LinkedIn