

## Objective

I want to be a part of a team that develops and supports great software with engaging designs.

## Skills

C, C++, Java, C#, JavaScript, jQuery, HTML, CSS, Git, Python, Swift, Scheme, SQL, Salesforce Apex, Visualforce, Knowledge Management (KM), Technical Writing, Troubleshooting, High Availability (HA) Clusters, Unix, Linux, macOS, Windows Server, Veritas InfoScale & Storage Foundation, Veritas Backup Exec

## Experience

### Graduate Student

University of Florida (January 2017 – present)

- Built an ASP.NET Core MVC web app, on Ubuntu, that demonstrates sorting algorithms.
- Used C# and Java to build a readability checker that scans text with regex and gives an analysis.
- Created a console game with Java using OOD concepts, such as abstract classes, interfaces, inheritance, composition, and polymorphism, to generate character objects.
- Used Salesforce Apex and Visualforce to build an app where fleets of ships are managed with DML queries on a custom object.
- Used Swift and Cocoa to develop a MacOS game.

### Veritas Technologies (formerly Symantec Corporation), Heathrow, FL

*Principal Knowledge Engineer (October 1<sup>st</sup>, 2015 – April 30<sup>th</sup>, 2018)*

- Authored, edited, and curated technical articles and web pages with Salesforce, Oracle Service Cloud, and Adobe Experience Manager (AEM).
- Represented our group as an agile product owner, writing user stories that detailed business requirements and acceptance criteria for our website, search engine, and Knowledge Management (KM) system.
- Participated in regular user acceptance testing (UAT) and post-production validation (PPV).
- Trained and solicited feedback from engineers and management about updates to the KM system.
- Used Apex and Visualforce to develop a Salesforce app that performed a readability analysis of technical articles that were written by our engineers.
- Wrote a Python script that updated articles to fix formatting and authoring problems prior to migration from Salesforce to Oracle. This saved the organization from hiring a team of temporary workers to edit thousands of articles manually.

*Principal Technical Support Engineer (October 1<sup>st</sup>, 2013 – September 30<sup>th</sup>, 2015)*

- Provided technical support for Veritas InfoScale for Unix, Linux, and Windows.
- Delivered timely, and credible, root-cause analyses (RCAs).
- Created and managed volume snapshots for off-host testing and processing.
- Configured replicated volumes for global clusters.
- Wrote, edited, and published hundreds of technical articles for the support knowledgebase, including many of the most commonly used articles.
- Maintained the external support web pages for the Information Availability product group.

### *Senior Technical Support Engineer (July 1<sup>st</sup>, 2008 – September 30<sup>th</sup>, 2013)*

- Trained and assisted new engineers as they learned the product suite.
- Created and maintained VMware virtual machines for reproducing issues and testing
- Recovered volumes by examining the partition table, boot sector, and private region.

### *Technical Support Engineer (July 1<sup>st</sup>, 2005 – June 30<sup>th</sup>, 2008)*

- Provided technical support for Veritas Storage Foundation for Windows, including Veritas Cluster Server (VCS), Volume Manager (VxVM) and Volume Replicator (VVR).
- Quickly restored production in the event of an outage.
- Configured and managed disks, volumes, High Availability clusters, RAID sets, and dynamic disk groups.

### *Associate Technical Support Engineer (June 26<sup>th</sup>, 2000 – June 30<sup>th</sup>, 2005)*

- Provided technical support for Veritas Backup Exec.
- Configured backup rotations, hardware, tape drives, robotic libraries, storage-area networks (SANs), clusters, SCSI chains and a variety of network-attached storage (NAS) devices.
- Backed up and recovered Windows, Microsoft Exchange, Microsoft SQL Server, and Oracle, as well as the backup and recovery of their respective databases.

## Education

### **MA, Mass Communication**

University of Florida (2017 - current student)

Concentration in Web Design

Honors: Phi Kappa Phi

### **BA, Computer Science**

Florida State University (2011 - 2015)

Honors: Phi Beta Kappa, *cum laude*

## Certifications

- KCS (Knowledge Centered Service) v6 Fundamentals (KCS, March 2018)
- InfoScale Availability 7.3 for Unix/Linux (Veritas, February 2018)
- Certified Knowledge Manager (KM Institute, August 2016)
- Taxonomy Design (KM Institute, November 2016)
- JavaScript (Pluralsight, June 2016)
- Python (Pluralsight, Feb 2016)
- MCTS: Windows Server 2008 Network Infrastructure (Microsoft, March 2011)
- CompTIA A+
- CompTIA Network+

## Publications

### **Backup Exec 9 For Windows Servers**

Mike Black, Daniel Castillo

Published in 2004 by Jones & Bartlett Learning (formerly Wordware Publishing, Inc.)

“Backup Exec 9 For Window Servers” introduces Backup Exec, the best-selling Windows backup software. This book guides the reader through managing backups and disaster recoveries, while keeping its focus on practical information.

ISBN: 978-1556220890

## Links

- Some of my recent projects:  
[www.mikepblack.com/projects.html](http://www.mikepblack.com/projects.html)
- GitHub:  
[www.github.com/mikeuf](http://www.github.com/mikeuf)
- LinkedIn:  
[www.linkedin.com/in/mblack101/](http://www.linkedin.com/in/mblack101/)
- Most recent copy of this résumé:  
[www.mikepblack.com/resume.html](http://www.mikepblack.com/resume.html)