# Mike Black

### Principal Knowledge Engineer at Veritas Technologies [linkedin@elmailbox.com](mailto: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

# Mike Black

### Principal Knowledge Engineer at Veritas Technologies [linkedin@elmailbox.com](mailto:linkedin@elmailbox.com)



[Contact Mike on LinkedIn](http://www.linkedin.com/in/mike-b-55323aa)