

## Experience Points

### TSE3 - Pure Storage

August 2017 - Present (3.5 years)

**Big Picture:** As a member of the FlashBlade Team I help ensure that blazing fast NAS storage stays healthy & happy for customers 24x7x365. From upgrades (hardware & software) to performance issues & many things in between, if it is broken, I help figure it out & get it fixed. My powers of super coordination & communication come in handy when dealing with innocent bystanders all across the physical realm.

**Nitty Gritty:** Diagnose & troubleshoot issues in complex, multi-vendor environments. Champion customer needs inside the company & product/company strengths to customers. Regularly write & contribute to best practices, procedures, & how-to guides both internal & customer facing. Manage & keep updated multiple cases in our CRM/ticketing system. Own customer-facing communication across a variety of topics including reported issues/needs, new releases/features, & scheduled events. Assist with deployment of new solutions at customer sites.

### IT Consultant - G8 Support

June 2016 - August 2017 (1.25 years)

**Big Picture:** You might know me as That-Computer-Guy-Who-Always-Fixes-The-Broken-Stuff. I spend my time flying to small & medium sized companies who outsource their IT hero work. Technos, the computer God, bestowed upon me the IT Aura, which makes rebellious technology cease & desist when I arrive on the scene. I've found my calling as a Computer Whisperer.

**Nitty Gritty:** Providing technical support for various clients using different interfaces ensuring all computers, systems, & backups are running as scheduled. On-site technical support & face-to-face IT consulting. Maintaining servers, VMs, on-site & off-site backups, Cisco switches, various firewalls, & new computers. Diagnosing & correcting workstation & server issues.

### SysAdmin - Bird & Fugal Attorneys at Law

April 2010 - August 2017 (7.33 years)

**Big Picture:** As the IT Hero for a small law firm, I help old men successfully navigate software & hardware updates, sometimes against their will, & cross the street safely.

**Nitty Gritty:** Successfully installing, configuring, & maintaining: servers, new computers, RAID, LVM, remote desktop services, MySQL databases, & kernels using Linux (several flavors) & Windows. Networking all hardware to cooperate easily & securely.

### FSR1 - Redbox Automated Retail, LLC

April 2007 - May 2016 (9 years)

**Big Picture:** As a movie delivery hero I tracked & distributed entertainment awesomeness, along with plenty of sub-par videos, each week. Rescuing customers from the perils of UI upgrades was routine.

**Nitty Gritty:** Tracking & distributing \$2.34 million (avg) worth inventory per year; minor diagnostic & repair work; weekly superhero pow-wows. Counted & inventoried a million+ movies with 99.99% accuracy in disc distribution over 9 years (yes, they tracked that).

## Weaponry

### Western Governors University

Information Technology - Security  
January 2014 - 2017

### Utah State University

Mechanical Engineering  
August 2006 - May 2007  
Switzerland Design Summit  
May - June 2013

## Achievements Unlocked

### Cisco Certified Entry Networking Technician

Cisco, License CSC012824775 (June 2015)

### CIW Database Design Specialist

CIW Certified, License 640303 (August 2016)

### CIW Web Design Specialist

CIW Certified, License 640303 (January 2015)

### CompTIA A+

CompTIA (May 2014)

### CompTIA Project+

CompTIA (February 2016)

### CompTIA Security+

CompTIA (January 2016)

### MCPS: Microsoft Certified Professional

Microsoft, License E881-6283 (July 2014)

### MTA: Networking Fundamentals

Microsoft, License F025-2060 (October 2014)

### MTA: Windows Operating System Fundamentals

Microsoft, License E881-6282 (July 2014)

## Abilities

### Super-fast Knowledge Absorption

Studied for and passed the Technician and General HAM Radio license tests in a day. Next mission: actually own a HAM Radio to operate.

### Sticktoitiveness

I survived December of 2009 while working at Redbox. 'Nuff said (unless you didn't work at Redbox in 2009, in which case I will gladly elaborate for you).