**Brian Taylor**

Staff Technical Support Engineer / DevOps Engineer

**Looking Contract Roles only | Relocation Open**

Marker**Email-** [brian.taylor523@outlook.com](mailto:Clozada718@gmail.com%20) **Manhattan NY**

E X P E R I E N C E  
  
Staff Engineer, Applications Engineering

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| SanDisk, A Western Digital Brand | **Daily Calendar**11/2015 - Present |
| Salt Lake City, UT |  |

Provided Level 2 Enterprise support to customers with minimal supervision involving Fusion-io, SanDisk, HGST and Western Digital Enterprise products (in production or POCs) such as: NVMe/NAND memory cards, JBOD/JBOF platforms, caching solutions involving VMware, network storage solutions NAS, and object storage systems.

* Analyzed hardware/system logs using Unix shell scripting, reproduced issues/bugs, wrote bash/python scripts to facilitate system changes, manage/configured RAIDs, analyzed kernel panics/memory dumps for solutions.
* Served as a Subject Matter Expert SME and main point of contact for all GRACK 12 NAS and 4U60 JBOD products and issues as well as provided training to colleagues.
* Ensured the data integrity, recovery and backups of Petabytes of data and provided High Availability HA/Disaster Recovery DR solutions. This included configuring backups to cloud using AWS S3 and setting up custom IAM policies.
* Worked with Level 3 support and Developers via JIRA to document bugs, and used builds/tools in Jenkins to test issues/solutions.
* Participated in a weekend on-call rotation as weekend contact for all product issues, delivering prompt resolution to issues before the weekday.

Sr. IT Cloud Operations Specialist / Linux Admin

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| Dell EMC (ConsultNet) | **Daily Calendar**03/2015 - 06/2015 |
| Pleasant Grove, UT |  |

Proactively monitored the overall health of all servers in remote mission-critical Fortune 500 Enterprise data centers (via Zabbix, Grafana, Nagios, Nginx tools) while providing holistic administration and support using shell scripting to identity and fix issues. This included executing/monitoring changes during Change Control implementations, maintaining system infrastructure, security, performance and data integrity.

* Used Linux bash scripting and python scripts to remotely automate the resolution of issues in the monitored data centers in a timely manner.
* Effective implemented preventative strategies against critical system outages such as for Apache/Tomcat servers by setting up custom monitoring rules based on past issues.
* Collaborated with remote personnel to schedule on-site technicians for any repair/maintenance in the data centers.

Tier 2 Server Support Engineer

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| BlackBerry (RSystems Solutions Inc.) | Daily Calendar03/2013 - 03/2015 |
| West Valley City, UT |  |

Provided support in configuring and troubleshooting Good Technology Enterprise products, mainly Mobile Device Management MDM solutions to Enterprises and Government agencies from server side to Android/iOS client. This involved reproducing network, database (MS SQL, Berkley) and server related issues in order to restore product service, provide root cause and ensure optimal performance.

* Saw bladeRegularly wrote MS SQL queries in order to pull configuration information and troubleshoot database issues relating to the Good Mobile Messaging Server.
* Saw bladeAnalyzed output from XCode, Android Studio, and Eclipse as it pertained to applications built with the Good Dynamics SDK. Provided debug and implementation assistance for related applications.
* Troubleshooted and configured High Availability (HA) systems (Microsoft Clusters).

S U M M A R Y  
  
Highly motivated and adaptable bilingual professional with over 8 years of experience in computer systems, strong technical and communication skills, ability to work well under pressure, and proven success in training team members to achieve company goals. Seeking to apply and advance my skills in a cloud/DevOps position or similar, in or near the New York City area as I will be relocating there within 2-3 months.

S K I L L S

Technologies



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| --- | --- | --- | --- | --- | --- | --- |
| Linux | Microsoft Windows | | | |  | MacOS |
| Python |  | VMware |  | AWS |  |  |
| Unix Bash Script | | | RAID | | NAND | |
| NAS/SAN |  | Apache | | TCP/IP/DNS | | |
| Microsoft Exchange | | |  | JIRA |  | Jenkins |
| SalesForce | | HTML | | CSS | | MS SQL |





Microsoft Office

Soft Skills



Teamwork Adaptability Multitasking



Problem-Solving Time Management



Communication Self-Discipline

L A N G U A G E S



English Native

Saw bladeM O S T P R O U D O F

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| Challenging & Applying |
| myself to learn Python in order to successfully build a garage home automation project with a RaspberryPi using WebIOPi REST API, including an HTML/JavaScript web interface. |



E X P E R I E N C E



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| RaspberryPi & Arduino |
| Programming on RaspberryPi or Arduino microcontrollers and building projects that are fun and/or solve common issues.  Traveling I recently visited the Canary Island and hiked Mount Teide. I enjoy visiting new places and learning about different cultures.   Dog Sitting As an animal lover, I enjoy caring for people’s dogs while they are away. |

P A S S I O N S

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| Saw bladeSaw bladeSaw bladeDogAirplane |

I.T Service Desk Technician

Daily CalendarL-3 Communications (Superior Talent Rsrcs) 08/2012 - 03/2013West Valley City, UT

Served as corporate wide internal technician managing employees in Active Directory and providing holistic desktop Windows/Linux) support for applications, network, and hardware issues via phone, email, in person or remote tools.

* Remotely deployed software/patches to systems via Altiris or SCCM. Troubleshooted network issues (including VPN and Citrix) application and server issues.
* Managed wireless Aruba/Cisco Access Points APs) for users/guests. Troubleshooted and configured SQL ODBC connections.
* Managed company wide RSA tokens for remote access and assisted with setting up government Common Access Cards CAC and certificates.

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| Tier 2 Business Support Engineer   |  |  | | --- | --- | | Netgear (CSS Corp) | Daily Calendar03/2012 - 08/2012 | | Sandy, UT |  |   Provided technical support via inbound calls/emails for Netgear Enterprise devices consisting of L2/L3 switches, routers, UTM Firewalls, NAS, and Wireless Access Point (APs). Troubleshooted product issues as well as provided configuration assistance for VLANs, VPNs, DHCP relay, Trunking, Load Balancing/Failover, Firewall rules/ACLs, and RAID.   * Solved challenging network/routing issues for businesses by analyzing logs and doing Wireshark packet captures, greatly reducing downtime. * Reproduced issues in a lab for troubleshooting to develop solutions/workarounds and serve as a resource to Tier 3.   Helpdesk Engineer   |  |  | | --- | --- | | CSS Corp. | Daily Calendar01/2011 - 08/2012 | | Sandy, UT |  |   Successfully tackled multiple roles as part of a 24/7 Shared Service Desk providing bi-lingual English/Spanish) international support for multiple corporate clients and their employees, such as:  Teradata I.T Service Desk Provided desktop support for WinXP/Windows 7 including software installation/updates, hardware configurations, replacements/upgrades, Network, VPN issues and malware removal. Developed monthly ticket closure/feedback reports for supervisor and in charge of keeping the knowledge base updated in collaboration with team members.  Ixia IT Network Operations Administered Active Directory 2008, Exchange 2010, DNS servers, Office 365, Blackberry Server (BES), SharePoint 2010 and Lync. Provisioned new hires/terminations, and developed corporate wide training documents.  BT Group Inc. **Exchange Administrator** Managed hosted Exchange 2007 service for multiple clients and provided troubleshooting for Outlook issues. |  |

  
  
C O U R S E S

AWS Certified Solutions Associate - Architect 2018  
  
Red Hat System Administrator I (RH124)  
  
  
E D U C A T I O N



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| Middlesex County College | GPA **3.6** / 4.0 | |  |
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| A.S Computer Science – coursework |  |
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