**Michael Meriwether**

704.910.9176

SKILLS SUMMARY

* Seasoned I.T Professional with senior level experience in installation, configuration, administration and technical support of enterprise software and hardware.
* Solid Windows Server Configuration and Administration skills and experience.
* Proficient with performance tuning of web servers, app servers and applications.
* Specific software experience includes Microsoft Office 365, MS SQL, MS Exchange Server, MS Outlook, Windows Server 2008, Windows Advanced Server 2012, Office Pro Plus, Skype for Business, SharePoint Online, OneDrive for Business, Yammer, Intune, Microsoft Enterprise Mobility Suite (EMS), Windows 7 Pro, IBM WebSphere Application Server 6.x, 7.x and some 8.5. IBM Net.Commerce, IBM Payment Suite, AIX 5.x Installation and Administration, Linux 5.x Support and Administration, DB2 UDB Enterprise Edition 7.x, Microsoft IIS 6 & 7.x, Cold Fusion MX 7, Weblogic Application Server 10.x & 11.x, Cold Fusion Application Server, Symantec’s Backup Exec backup software as well as SMS (Remote Control).
* WebSphere Application Server (WAS) 5.x, 6.x & 7.x Architecture, Implementation, Administration and Migration Skills.
* Excellent web server knowledge, administration, configuration and support skills. (Microsoft IIS, Apache, Apache Tomcat, IBM HTTP Server & Lotus Domino).
* Solid network and LAN support experience.
* Strong relational database skills including installation, configuration, and troubleshooting, as well as developing custom queries. Specific DB software includes Microsoft SQL, MySQL, and IBM's DB2 (including 3rd party ODBC and JDBC drivers).
* Extensive SSL certificate implementation experience.
* Excellent Microsoft Software SKU and licensing knowledge.
* Solid knowledge of LAN and WAN architecture, VPNs (virtual private networks), Intranet/Internet Security and enterprise firewall installation and configuration.
* Excellent Shell, CGI and PERL script implementation and troubleshooting experience.
* Driver installation, configuration, and troubleshooting skills.
* Solid experience installing and configuring most corporate enterprise COTS software as well as experience supporting internal custom and proprietary apps.
* Strong proficiency implementing, configuring, and testing Java applications, servlets, & EJBs.
* Excellent organizational and time management skills.
* Solid analytical, problem solving skills as well as the ability to think "outside-the-box" to resolve issues.
* Outstanding communication, interpersonal and customer service skills
* Was part of the first IBM eBusiness Support Team in the U.S. (Research Triangle Park, NC)
* IBM Certification training for Net.Commerce.
* IBM trained on the Secure Electronic Transaction (S.E.T.) protocol technology and specifications.
* Series 7 (NASD National Securities Broker License), Series 63 (State Broker's License), & Series 65 (Money Manager's License) - formerly licensed.
* Microsoft Virtual Academy – Azure Fundamentals
* ETA International - Certified Customer Service Specialist (2018)
* Certified Fiber Optic & Premises Cabling Technician – Fiber Optics Association (2018)

**WORK EXPERIENCE**

**Wells Fargo (Apex Systems) 10/2016 to 01/2018**

**Web Systems Engineer**

* Provided technical guidance and support for web system environments related to the Wells Fargo Phone Banking System.
* Helped lead projects associated with web/e-commerce application installations, upgrades and deployments including designing and testing multiple tier servers to meet growth/user requirements and assured existing systems were not negatively impacted.
  + Developed new documentation and participates in the development of departmental technical procedures.
* Consulted with web developers and management and recommended web and application configurations.
* Analyze performance statistics and helped determined hardware and communication tools needed to support projected transaction volumes, response times and system availability targets.
* Served as an escalation point for web support and troubleshooting and provided guidance and direction to less experienced staff in the resolution of escalated issues and complex web related problems.
* Assured quality, security and compliance requirements were met for supported areas and oversaw updating and testing of the BCP/Disaster Recovery.
* Provided weekly project/issue resolution status updates to the team.

**Wells Fargo (Apex Systems) - 06/2016 to 10/2016**

**Technical Analyst**

* Facilitated application configuration changes to customize existing application functionality
* Assisted IT resources in all aspects of testing environments setup.
* Designed all data flow charts and diagrams to enable effective software release project testing.
* Acted as the liaison to Application development team in order to provide expert knowledge to resolve all IT issues for the assigned projects.
* Coordinated with all business and IT partners and analyze all business requirements to create functional design and technical design documents.
* Evaluated existing application architecture and develop required presentations and white papers for all technical processes.
* Assisted business partners to analyze changes in requirements and provide enhancements.

**05/2015 to 05/2016 – Microsoft Corp. (Blueprint Consulting)**

**Office 365 FastTrack Onboarding Manager – Microsoft FastTrack Center**

* Working in conjunction with the FastTrack Onboarding Engineer at the Microsoft FastTrack Onboarding Center, I managed customer accounts and drove the onboarding of companies and organizations to Office365 and the Microsoft Azure Cloud.
* Associated software and services include Office Pro Plus, Skype for Business, SharePoint Online, OneDrive for Business, Yammer and the Microsoft Enterprise Mobility Suite (EMS) which consists of Intune, Azure Active Directory and Azure Rights Management in both cloud and hybrid environments.
* Customers included public and private companies from all business sectors as well as government, educational and non-profit organizations.
* Coordinated and drove customers through the 5 phases of onboarded: Initiate, Assess, Remediate, Enable and Migrate and Mail/Data migration.
* Helped assist customers with the configuration and setup of their Office 365 tenant.
* Worked with the OE, the Onboarding Manager met with customers to help assess their current environment using Microsoft pre-flight tools and assisted with the evaluation of those the results to put together a Deployment Enablement Plan (DEP) that identifies and outlines technical blockers so they can proactively be resolved and remediated to facilitate efficient onboarding to the Microsoft Cloud (i.e. Active Directory/UPN cleanup, firewall port/configuration changes, network issues, etc.)
* Working with the FastTrack Engineer, I helped to provide expert onboarding guidance to the cloud based upon the technical assessment of the customer’s environment.
* Monitored the progress of all onboarding activities, assisted with technical issues and escalations, software licensing issues and documented and reported on progress throughout the onboarding process.
* Helped drive the customer to move quickly and complete the onboarding process as fast as possible while maintaining the highest level of customer satisfaction.

**11/2014 to 3/2015 – Belk Inc.**

**Environment Analyst - Supply Chain and Omni Channel Support**

* Worked actively with development, delivery and QA to deploy code releases into development and integration environments of the Distributed Order Management System.
* Served as initial point of contact for QA team regarding anything environment/application related.
* Worked closely with the QA Team in troubleshooting environment and application issues that blocked testing.
* Performed release process and release activities within non-production arena.
* Worked cross-functionally to resolve integration issues with downstream application support teams.

**08/2014 to 11/2014 – Wells Fargo**

**Systems Support Analyst- Back Office Systems**

* Worked as a member of back office derivatives trading systems support team which was the central point of contact for all security master, pricing, and back office information sourcing related issues.
* Helped provide support for the most complex technical issues and initiatives related to large-scale trading desk applications, systems and databases including system related network, hardware and software issues.
* Used diagnostic, simulation and other tools to maintain, troubleshoot and restore service or data to systems.
* Coordinated resolution with users and internal service groups to ensure that SLAs were continually met in a timely manner.

**07/2013 to 06/2014 – Bank of America (Open Systems Inc.)**

**Systems Engineer – Remote Deposits Technology Initiative Team (Shared Operations Technology)**

* Worked as a systems engineer on the Remote Deposits Technology Initiative Team.
* Primary duties included code merging, staging, deployment and troubleshooting of NCR’s Remote Deposits Check Scanning Software in the bank’s Dev, CIT, SIT, TechTest environments.
* Performed daily web and application server log analysis on both Windows and UNIX Servers.
* Was the lead responsible for helping automate functional test scripts.
* Other duties include engaging our WebSphere and DBA teams to help troubleshoot environments (i.e. WAS 7.x and 8.5 JVM/Application Server Settings and database migrations/data issues, etc.)
* Set up conference calls and Web Ex Meetings with our software vendor (NCR) to help perform root cause analysis on current release issues. Additional duties included opening Quality Center defects, running SQL queries, performing functional testing, recycling WebSphere JVMs, running Blade Logic and RepliWeb Jobs as well as helping triage issues with setting up new environments.

**09/2012 to 06/2013 – Bank of America (Apex Systems Inc.)**

**Systems Engineer - BankAmeriDeals Project**

* Working on the TOES (Targeted Offers Execution System) Team I was the primary systems engineer responsible for the project’s NRTM Servers (Near Real Time Messaging) on the BankAmeriDeals Project.
* Primary duties included installation, configuration and maintenance of NRTM, Redis and Keepalived Software on 100 Windows and Linux Servers (Windows Server Enterprise 2012 R2, Redhat Linux 6.2 and Apache Web Server 2.4.7)
* Other daily duties included running SQL queries against the NRTM Batch and Portal databases
* Performed ongoing NRTM code and configuration updates as well as worked with SQL DBAs to implement database updates in development, test and production environments.
* Worked with the project team to test and vet code fixes and as well as new functionality and enhancements.
* Wrote internal technical NRTM application installation and configuration documentation.
* Helped to get Production monitoring in place for the Level 3 Support Team.
* Was the application engineer for the NRTM production rollout for all Bank of America online banking customers.

**02/2011 to 06/2012 – Bank of America (Accenture)**

**eCommerce Environments Management & Coordination**

* Coordinated and supported daily ecommerce/online banking software code migrations from development into component integration testing (CIT) and system integration testing (SIT) environments up to their release into production.
* Organized and participated in multiple daily technical triages to help resolve issues and engage the appropriate teams as necessary.
* Worked with project managers to assess and monitor content entry, defects and respond to release management (RM) needs in a responsive and timely manner.
* Opened technical code defects and service/work requests as needed.
* Proactively identified and mitigated roadblocks that slow progress against the schedule and overall objectives, and rapidly escalate impacting issues to avoid potential implementation delays and risks.
* Efficiently managed last minute requests and emergency code migrations (EMRs) and effectively coordinate with sister teams.
* Maintained and sent out daily status reports for software code readiness testing.
* Acted as an EM lead for the June 2012 Integrated Code Release.
* Contributed to process improvement by suggesting new methods of managing the environments more efficiently (i.e. identical/similar post-deploy processes across environments for consistency and to reduce certification time, having current/valid distribution groups and development points of contact before a release begins, having valid test data at the start of a release).

**04/2008 to 08/2010 - Computer Sciences Corporation (CSC) - Boeing & Integrated Defense Systems -Account - Blythewood, SC**

**Sr. Web Server Administrator**

* Worked as a Sr. Web Server Administrator on a team of six supporting the Boeing Corporation and Integrated Defense Systems Account as part of an Aerospace Defense Contract Initiative. Our team performed daily hands-on web server, website and middleware support for over two thousand web servers and over five thousand web sites for development, test and production environments 24x7.
* Primary duties include workflow analysis and critical support for Oracle and MS SQL driven web sites, enterprise web servers (IIS, Apache, Apache Tomcat), application servers (WebSphere Application Server and Cold Fusion), and workflow servers as well as working with developers to troubleshoot and web site code/application and database issues.
* Performed WebSphere Application Server and Cold Fusion configuration changes as needed as well as website migrations.
* Daily administration of Windows, Active Directory and IIS as it relates to web site access, security and groups and web application functionality.
* Installed and configured over 100 web site SSL certificates monthly.
* Support duties included utilizing both out of the box and proprietary applications while using Remedy to track and document support issues.

**EDUCATION**

**University of North Carolina at Charlotte**

**Bachelor of Arts Degree**

* Major: Political Science / Minor: Religious Studies
* Semester internship with Price/McNabb - A Top 5 Advertising & Public Relations Firm in Charlotte, NC for which I received an "A" and a job recommendation.