Samantha Cage

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QUALIFICATION HIGHLIGHTS

CORE COMPETENCIES

- Systems Administration
- Customer Focused Service
- Relationship Management

TECHNICAL PROFICIENCIES

Operating System:	Server (Red Hat 6.x/7.x, CentOS 7.x, SLES11) Desktop (macOS Catalina)
Productivity Applications:	MS Office Suite
Other:	VMware, Puppet, Red Hat Satellite, Jira, ServiceNow, Slack, MS Teams

PROFESSIONAL EXPERIENCE

10/2016 – Present   Sr. Systems Engineer / GTP – Store Compute Linux   Walmart Inc.

- Responsible for 40k+ Store Linux systems domestic and international.
- Managing hardware refresh for 6000+ store; prioritizing efforts across the platform.
- Leading CMDB implementation for Store Systems mapping of application to systems; establishing a business service and process to sustain accuracy.
- Lead engineer for deploying GPU technology to over 1300 stores

12/2013 – 10/2016   Adv. Systems Engineer / IPS Compute Engineering   Walmart Inc.

- Responsible for 1400+ Home Office Linux implementations of new systems and support of 12k+ existing systems.
- Worked with customers to develop and give recommendations on the best hardware for their needs.
- Identified and recommended ways to continually improve and streamline processes and practices.

7/2011 – 12/2013   Business Analyst /Infrastructure Relationship Management – Sam's   Walmart Inc.

- Responsible for building and maintaining relationships with ISD, Sam's Club, vendor partners, International and other business units.
- Proactively analyzed customer/member data, generated insights, and used this information to influence and improve the effectiveness of customer-related decisions.
- Monitored projects from an Infrastructure perspective to ensure progress and deliverables were met on time and under budget.
- Used and explained major process steps to monitor progress and manage time to anticipate and strategically address challenges.

5/2009 – 7/2011   Sr. Systems Administrator /ISD Collaboration Engineering Walmart Inc.

- Responsible for managing 700+ video conferencing endpoints domestically and internationally.
- Provided onsite technical support for executive meetings.
- Research, developed, and deployed an improved web conferencing solutions to all users within the United States Created documentation outlining standard operating procedures for the team thus reducing time spent on administrative and repetitive tasks.
- Created and implemented standardized playbooks in order to reduce training time for new associates and ensuring conformity and consistency within the team.

EDUCATION

Dates Attended   School   Degree   Major

8/2005 - 5/2009   Lane College, Jackson, TNBachelor's Degree (3.98 GPA)
          Computer Science