

Brandon Garrett

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Professional Summary

Update, manage, and modify Apache Tomcat

Assigned as the network expert within EWSS Site Management Group for General

Managed and approved purchase orders that were submitted through the systems under department budget.

Managed and worked with many vendors of all levels supporting numerous General Motors IT projects.

Developed audit processes for IT tracking of hardware and taught the new processes.

Mentored a GM global information technology audit development group that managed the global roll-out of the new IT audit processes that were successfully developed by me.

Developed, monitored and enforced Service Level Agreement (SLA) contract for C3PNG

Operation Application Support Team Ford Motor Company.

Part of a team that supported a large GM International roll-out of installing IMAN and Unigraphics Solution applications to several international locations in

Germany and Mexico. The deadline was two weeks; the team completed the roll-out in 4 days.

Spearheaded a team of GM network administrators that came up with a more efficient solution to increase productivity between GM and their suppliers.

Several years of extensive hands-on UNIX support in an AIX, HP, Linux and Solaris environment.

Spent 4 years with the U.S. Navy developing disaster recovery plans and writing

Borne Shell scripts for some of their projects.

Managed and worked with many vendors of all levels supporting numerous IBM IT Projects.

Successful lead several Unix Teams through major Disaster Recovery projects.

Established a Disaster Recovery standard for projects that is still being presently used within the department.

Build and creating clusters(HACMP, Veritas Clustering) and virtual

Environments(VIO, LPAR, VMWARE ESXi 4x, 5x, SUN SOLARIS:Containers) (file systems and servers)

Work Experience

(Unix/Linux) Senior System Engineer/Architect

NC State University

July 2015 to Present

I lead the planning and designing of the organization's systems infrastructure.

Ensures the accuracy and effectiveness of the system meet business requirements. I provide leadership for the advanced, complex technical projects or business issues requiring technical or industry knowledge. Verifies and reviews system related documents/reports including installation procedures. I am responsible for the architectural design, development, and deployment of the enterprise's overall systems. Senior linux system engineer(third level support) in both Virtual Machine and containerized contexts. Defines system solutions based on user/client needs, cost, and required integration with existing applications, systems, or platforms.

Researches, identifies, selects, and tests technology products required for solution delivery. I establishes, implements, and documents the technology integration or migration strategies. I am require to staying on top of the industry trend and new technologies for the system architecture. i all so monitors the performance of systems and suggests improvements.

(Unix System) Incident Management Engineer

Kforce Corp.(Verizon-Terremark)

April 2013 to November 2014

Providing technical support and services as the escalation point to the Tier I

Client Response team through the timely resolution of critical incidents, in-depth review and resolution of recurring/systemic issues through problem management, and implementation of complex change requests. I am also responsible for working with hardware/software vendors to isolate faults and test configuration changes before applying them into production. As Incident Management Engineer, I'm responsible for enhancing automation capabilities and establishing efficiencies to help minimize and in certain instances eliminate the requirement for human intervention when possible in addressing less complex and routine incidents. I'm responsible for delivering solutions through documented repeatable departmental standards to both my direct peers and supporting organizations. As a technical mentor, provide training to junior staff in support of the Terremark/Verizon customer base.

My day-to-day duties are as follow:

Responsible for installation of new systems including applications.

Troubleshoot problems (hardware and software) that users may have on the UNIX/Linux servers. (Solaris / Red Hat)

Performed minor manipulation of scripts on case-by-case bases. Assisted in many special projects dealing with installation of software or hardware to the systems.

Perform maintenance and installation of Service packs / OS patching.

Installation of application software.

Perform data management.

Perform file system management.

Build and Decommission servers(DHCP,DNS, NIS, etc..)

Build cluster and virtual Environments(VMWARE ESXi 4x, 5x, SUN

SOLARIS:Containers)(file systems and servers)

Performed minor manipulation of scripts(Bash; Korn; Perl) on case-by-case bases.

Solid supporting Multi-Data Center Disaster Recovery

Unix/Linux Senior Operations Analyst

Veredus Corp.(Northrop Grumman)

January 2013 to June 2013

My day-to-day duties are as follows:

Provide Information Technology with UNIX/LINUX(SUSE) support.

Application Development.

Database Production Support: Troubleshooting instructions, occasionally develop

Oracle performance queries

LAN administration.

Help desk administration.

Exercise Informatica knowledge: familiar with and can instruct troubleshooting.

Exercise Axway knowledge: familiar with and can instruct troubleshooting.

Exercise Messageway knowledge:familiar with and can instruct troubleshooting.

Unix/ Linux System Administration

Instructing other on Clustering protocol.

Provide good problem solving skills.

Exercise EDI/B2B knowledge.

Support communications protocols such as Scripting, SFTP, FTP, AS2,MFT and Connect Direct.

Form interpersonal communication with Internal & External partners.

Provide information systems and technical services to government and commercial customers worldwide.

Unix System Administrator/Account Focal

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September 2009 to December 2012

As Account Focal worked with customer account team as liaison for Unix System Administration Support Unit on behalf of management.

Account Focal:

My day-to-day duties are as follows:

Explain Customer and Account team wants to the Support Unit.

Explain Systems need to Customer and Account team on the behalf Support Unit.

Work projects and problem tickets as account leader for Unix System Administration Support Unit making sure resources are available.

Attending Customer and Account team meeting to discuss projects or issues on the account.

Review ticketing systems, making sure all ticket are updated or completed.

Mentoring team members on accounts, specifically on system and applications (i.e.

EMC PowerPath, Symantec Veritas).

Successful lead several Unix Teams(6 men) through major Disaster Recovery projects. (with a 120% success rate)

Established a Disaster Recovery standard for projects that is still being presently used within the department.

Unix System Administrator:

My day-to-day duties are as follow:

Responsible for installation of new systems including applications.

Troubleshoot problems (hardware and software) that users may have on the AIX/UNIX(Solaris) /Linux(Red Hat / SUSE)servers.

Performed manipulation of scripts on case-by-case bases. Assisted in many special projects dealing with installation of software or hardware to the systems.(DevOps)

Perform maintenance and installation of Service packs / OS patching. server administration and working VMware

Installation of application software.

Perform data management.

Perform file system management.

Build and Decommission servers(DHCP,DNS, NIS, etc..)

Build cluster and virtual Environments(VIO,VMWARE ESXi 4x, 5x, SUN

SOLARIS:Containers)(file systems and servers)

Performed manipulation of scripts(Bash; Korn; Perl) on case-by-case bases.

System Support Analyst

Pomeroy Information Technology Solution

March 2007 to September 2009

My day-to-day duties were as follow:

First level technical support to customers via phone.

Responsible for escalating unresolved tickets to second level support.

System administrating via Active Directory.

Install applications to personal computer.
Blackberry Enterprise System administration
Internal system applications support administration.
Utilized Remedy ticketing system for ticket reporting.
Utilized company security protocol.

System Support Analyst

Robert Half (Pomeroy Information Technology Solution)
November 2006 to March 2007

My day-to-day duties were as follow:
First level technical support to customers via phone.
Responsible escalating unresolved tickets to second level support.
System administrating via Active Directory.
Install applications to personal computer.
Blackberry Enterprise System administration.
Internal system applications support administration.
Utilized Remedy ticketing system for ticket reporting.

Helpdesk Analyst

University of Cincinnati
February 2006 to November 2006

My day-to-day duties were as follow:
First level technical support to customers via phone.
Responsible escalating unresolved tickets to second level support.
Setup users' accounts and passwords.
Utilized company security protocol.

Technical Project Manager

Multi-Media Recording Company
September 2004 to June 2005

Coordinated IS projects and managed technical teams. Gathered technical requirements and managed the environment. This position reported to a President and Chief Engineer. Maintained user, operations, and technical documentation.

Diagnosed and resolved reported problems with software and hardware. My team was responsible for participating in overall functional/technical design and implementation of assigned applications, designing/implementing tested computer system solutions, reviewing and evaluating new and existing software products.

My day-to-day duties were as follow:

Managed the Technical support teams(10 direct report) (Hardware, Software, Account mgt, Helpdesk support at all levels, vendor support)

Worked with the Development, Implementation and Migration groups on roll-out of new applications software (Dreamweaver, Mackey, etc.)

Monitored the applications health and user access to applications.

Routinely used multiple tracking applications in IT projects (MS Project, MS Excel, etc.)

Generated daily, weekly and monthly reports used in system maintenance, account management and project tracking.

Developed disaster recovery plans and documentation.

Developed technical manuals.

Full-Time College Student

University of Phoenix

February 2001 to October 2004

After successfully completing assignment from military service, there was free tuition money that was available to finance my education. After the end of the assignment at GM, I decided with the job market in its current state to take advantage and pursue my education full-time. Now that I am closer to graduation, I have decided to get back in the job market and finish up my degree at night part-time.

EWS Site Manager

General Motor Company

January 2003 to June 2004

(Milford Proving Ground / Desert Proving Ground)

A part of IS&S Operation Department as EWS Site Manager.

Special duties and projects included working as one of the Security Experts for the IS&S EWSS Site Managers group. Examined the security reports that dealt with multiple violations, as well as improvements to security protocols and provided recommendations that best suit the reported issues. Worked as the network focal point for my sites; therefore all network issues were directed to me for resolution or approval. Audit the IT hardware tracking database and all processes that dealt with it. Worked with many applications groups in managing implementations of upgrades to the special applications on the engineering workstations.

My day-to-day duties were as follow:

Migration of hardware from one GM site to another.

Managed engineering workstations support teams(30+ direct and indirect report)

(Hardware, Software, Account mgt, Helpdesk support, vendor support)

Worked with the Development, Implementation and Migration groups on roll-out of new applications and/or operation systems (GMIMAN Unigraphic, Dreamweaver, SUNOS,

HP-UX, Window XP, Linux).

Information System & Service (IS&S) representative to clients.

Refreshed old hardware with newest hardware provided by vendors (it was an on-going project).

Managed the cost of each IT requests under GM and suppliers contract agreement.

Routinely used multiple tracking programs and systems in monitoring hardware, software and IT projects (MS Project, e-inventory, etc.).

System Administrator

Ford Motor Company

May 2002 to December 2002

I was part of C3PNG Infrastructure Applications Support Group as a system administrator at Ford Motor Company. Developed Service Level Agreement (SLA) for the many applications managed by the team. Assembled Frequent Ask Question (FAQ) documentation for the many applications managed by the team. Managed the installation of upgrades to applications that the team dealt with.

My day-to-day duties were as follow:

Made modifications to Oracle databases and tables.

Made modifications to Perl scripts for systems update (test environment & production environment)

Maintained the engineering support applications (Tessellation, User Administration

Management Services [UAMS])

Worked on the engineering applications (CATIA, IDEAS)

Monitored the applications health and user access to applications.

Worked with the Development, Implementation and Migration group on roll-out of new applications.

Troubleshoot engineering applications problems that users may have in the UNIX environment, resolving the quandary or escalating them to vendor support.

Performed manipulation of scripts on case-by-case bases.

On-Site Administrator Technical Support Project Leader

EDS/Saturn/General Motors (Ajilon Consulting)

September 1999 to February 2001

Handled many special projects at GM. Two projects stand out:

The first one is the global roll-out of Solaris 2.7, application (Unigraphics Solutions 16, Hypermesh, Catia 17, Netscape, etc.) and database (GM IMAN, IMAN).

The second project was the upgrade of the system (Solaris 2.8) and applications (Unigraphics Solution 17, Catia 18) nationwide. Given the responsibility for installation and modification of two-sites: Saturn Vehicle Engineering Center and

GM Metal Manufacturing Fabrication Center. The project manager requested me to do the work based on my performance on past projects. The group was given a deadline of March 2000. We completed the project in February 2000, ahead of schedule.

Received praise for my actions on the project. The project manager recommended that I be brought into EDS.

My day-to-day duties were as follow:

Responsible for installation of system as well as the modification of applications and the IMAN database so that it would be compatible to the new system.

Troubleshoot problems (hardware and software) that users may have on the UNIX

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Silicon Graphics Octane, HP J2240

IBM

VISUALIZE), as well as problems (reconfigure disarray) within SUN ULTRA ENTERPRISE 5000 server and HP K/L-Class Server(s).

Performed minor manipulation of scripts on case-by-case bases.

Assisted in many special projects dealing with installation of software (SOLARIS 2.5.1/2.7, CAITA, UNIGRAPHICS SOLUTIONS, [GMIMAN/IMAN]) or hardware to the system.

Maintained IBM storage unit (with an AIX Operating System) and retrieved data at user request that was over 10 days old.

Managed the engineering workstations for on-site support team.

Education

Associate in Computer Information System

Cincinnati State Technical Community College

Present

Certification

University of Phoenix

2004

"C" School

Skills

- **HARDWARE:**
SUN
HP3000

HP9000/J2240
AS/400
SILICON GRAPHICS
HP-8000
HP-4000
HP-XCLASS
HP-6750
HP-3650
HP-J6000
HP-J5600
HP-WX8000
HP-K/L Class Server(s)
OPERATING SYSTEMS:
WINDOWS NT
LINUX(ENTERPRISE(REDHAT 5.X/6.X-SUSE 10/11)
WINDOWS XP WINDOWS 2000
AIX(5.x/6.1)
HPUX (10/11) WINDOWS2000 SERVER
BLACKBERRY ENTERPRISE SERVER(BES)
DATA COMMUNICATIONS:
E-MAIL(LOTUS 1-2-3/NOTES-MS-OUTLOOK)
ETHERNET
FTP
PRINT SERVERS
TCP/IP
AXWAYS
INFORMATICA
MESSAGEWAY
EDI/B2B
VIRTUALIZATION:
IBM:VIO/ LPAR
SUN SOLARIS:Containers
CITRIX
VMWARE ESXi 4x, 5x
VPN
LANGUAGE:
BOURNE SHELL
KORN SHELL
C-PROGRAMMING
DATABASE:
ORACLE (8.i/9.i/10)
SQL
MS-ACCESS
SOFTWARE:
PASSPORT
MS-EXCEL
MS-WORD
LOTUS SYMPHONY CATIA 18

MS-PROJECT
MS-VISIO
TEAMCENTER (GMIMAN/IMAN)
MS-OUTLOOK
ACTIVEDIRECTORY(AD)
PERFORMANCE TALENT MANAGEMENT (EVALUTION APPLICATION)
EMC(PowerPath)
CLUSTERING ENVIROMENTS:
VERITAS(VCS)
ORACLE RAC
HACMP
Middleware:
OIM
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- Azure
- Linux
- VMWare
- Operating systems
- Virtualization
- Cloud infrastructure
- Load balancing
- TCP/IP
- PowerShell
- Azure
- Disaster recovery
- Cloud architecture
- Identity & access management
- ServiceNow
- Perl
- Python
- Shell Scripting
- Database administration
- AWS
- Ansible
- NFS
- Puppet
- APIs
- SAN
- LDAP
- SSH