

## Contact

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## Top Skills

XDR  
Case Management  
Customer Service

## Languages

English

## Certifications

Group Policy  
Network+  
ACSP 10.7  
A+

# David Spell

Accomplished technical professional with proven talent in solution architecture, problem solving, and emergency resolution. Fosters cooperation and efficiency as core tenets of multi- and cross-functional teams.

Durham, North Carolina, United States

## Summary

Accomplished IT professional with proven talent in desktop and application deployment and delivery, desktop administration, scripting, and troubleshooting. History of developing non-traditional solutions to unconventional problems, works extremely well in cooperative and cross-functional environments.

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## Experience

### IBM

9 years 1 month

#### Full Stack Developer

May 2023 - Present (1 year 2 months)

Raleigh, North Carolina, United States

SOLVE is a small, elite team that uses Watson NLP to automate, analyze, and report case data. Responsibilities currently focus on frontend migration from self hosted OpenLiberty to IBM Carbon with React on Cirrus with CI/CD.

#### QRadar L2 Product Support, Bravo Squad Lead

September 2022 - May 2023 (9 months)

Raleigh, North Carolina, United States

Bravo squad is responsible for resolving system-down emergencies, upgrades, patches, firmware, high-availability, backup/restore, API, and other system tasks. As the squad lead, I was part of a small group responsible for coordinating 24/7 global case assignment, communication, and escalation response.

Highlights include reusable documentation templates, bug reporting, and XDR SRE.

#### QRadar L2 Product Support, Weekend Squad Lead, Americas

March 2021 - September 2022 (1 year 7 months)

Durham, North Carolina, United States

Friday through Sunday, weekend squad lead is the sole point of contact for all escalations and agent assistance for all squads in North and South America. Monthly, all squad leads report case statistics and pain points to the tribe lead. Due to the architecture of the reporting solutions available, it was not possible to report my statistics properly. I created my own reporting solution using scripts and locally hosted Postgres and Grafana which was able to identify the source and cause of the most expensive customer satisfaction complaints.

### QRadar L2 Product Support

August 2018 - March 2021 (2 years 8 months)

Remote

My skills as a QRadar administrator were noticed by the support team when I was able to resolve my own cases faster than I could get a response. Primarily assigned to the Bravo squad (system-down, patching/upgrades, firmware, API, etc), I was exceptionally skilled in troubleshooting issues that were out of my scope by communicating with other squads. This resulted in decreased time-to-resolution since I would remain in contact with the customer. Many times I was asked by other engineers to review their case and provide direction, which ultimately led to my promotion to Squad Lead.

### QRadar SIEM Administrator, MSS

June 2015 - August 2018 (3 years 3 months)

Atlanta, GA

The MSS mSIEM Admin role is the dedicated internal contact point for a small group of external QRadar customers. Responsibilities include configuring and troubleshooting log sources, patching and upgrading, and incident reporting. The admin works closely with the SCE to determine the best actions necessary to ensure the health of the environment and the quality of the service, and create cases with QRadar Product Support to affect the behavior of the product. Highlights include automation of log source management, Nagios optimization, and documentation improvements.

### Piedmont Technical College

4 years 3 months

#### Adjunct Instructor

August 2011 - June 2015 (3 years 11 months)

Greenwood, SC

Teach classes including Technical Support Concepts, Troubleshooting Windows 7, Fundamentals of Wireless, Client/Server Virtualization, Data Communications (A+/Network+), Internet Programming (HTML5), and Project Management, as requested.

## Systems Support Technician

April 2011 - June 2015 (4 years 3 months)

Greenwood, South Carolina

- Directly responsible for deployment and maintenance of over 2000 endpoints and 250+ applications across eight sites using technologies such as Microsoft SCCM 2007/2012, Citrix XenDesktop 5.5/XenApp 6.5, and Norton Ghost.
- Ensure compatibility of applications and user experience throughout different environments.
- Deploy critical and security patches to desktops via WSUS, as well as applicable Citrix Hotfixes via phased rollout strategy.
- Create, troubleshoot, and maintain Active Directory and Group Policies relating to student computers, users and applications.
- Administer hardware/software update/replacement lifecycle.
- Provide secondary support for teleconferencing and A/V systems.
- Assist management and training of helpdesk staff.

## Sykes

### BES Technician

January 2011 - April 2011 (4 months)

Greenwood, South Carolina

- Provided BES Support for large entities including Facebook, Visa, and the Department of Defense.
- Provided assistance to other agents to determine the best possible solution to a customer's particular issue.
- Maintained a low call time and high rate of problem resolution.

## Genesis Telecommunications

### System Administrator

April 2008 - January 2011 (2 years 10 months)

Greenwood, South Carolina

- Planned, installed and maintained Cisco voice/data networks and Windows domains in a wide variety of environments.
- Performed diagnostics and troubleshooting on hardware and software for desktops, laptops and servers at commercial and residential locations.
- Provided support to end users for all software.
- Responded to 24-hour on-call emergencies.
- Designed multiple websites using hand-written standard-compliant HTML/PHP and various CMS's such as Joomla! and Drupal.

## Insite Support Services

NOC agent, second level technician

May 2006 - May 2008 (2 years 1 month)

Newberry, South Carolina

- Provided phone support to customers of various ISP's across the nation.
- Trained and provided assistance to other agents.
- Monitored contracted ISP's network equipment to ensure maximum uptime.

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## Education

Piedmont technical college

AS, Networking · (2008 - 2009)

Newberry College

Bachelor of Arts - BA, Music · (August 2005 - June 2008)

Newberry College

BA, Music · (2004 - 2008)