Tywan J. McDaniel

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**Technical Summary:**

**Software Skills:**

Skills with Microsoft Visual Studio (All Versions), Team Foundation Server (All Versions), Rally, Enterprise Change Management, TeamCity, Octopus Deploy, Visa/MasterCard Edit Package software, SQL Management Studio (All Versions), Active Batch, Axway, Control-M All Windows Operating Systems, Linux, Unix, People Soft, Siebel, PC Anywhere, VM Ware, VPN Access, Net Support, Vantive, SalesForce, Service Now, Inginix, and Remedy.

**Hardware Skills:**

Skills with NCR & IBM (POS) terminals, Epson receipt printers, HP printers, Cisco Switches, RJ45 and or MMJ patch cables, routers, Ingenico Credit Card Machines, MX - 870 VeriFone Payment Pin Pads, Gilbarco Advantage/Encore Pump Controllers, Wayne Q-Cat/IX Pump Controllers, Single and Triple Des Pin Pads, and Media Converter Boxes, Dell and or IBM pc’s.

**Education:**

Prairie View A&M University: (5/2000-5/2004) Major: Computer Information Systems

**Employment History:**

**Caliber Home Loans:** (12-2014 – Present)

(Senior Systems Engineer)

* Control master base lined software, developing/solving configuration management issues.
* Plan developing, documenting, and executing configuration management and change control processes.
* Create and maintain scripts, procedures, and documentation supporting the build process.
* Create tools to automate environment management across multiple environments used by multiple teams.
* Work closely with Development, Infrastructure Support, Quality Control, Operations, Help Desk, and other Support teams.
* Develop concurrent releases in multiple environments, assisting developers and test engineers to resolve problems.
* Install/rebuild/upgrade servers and configure hardware, services, settings, etc. in accordance with standards and project/operational requirements.
* Install/configure systems such as support infrastructure applications.
* Develop/maintain installation and configuration procedures.
* Perform daily system monitoring to verify integrity and availability of all hardware and applications.
* Review system and application logs and verify completion of scheduled jobs (backups and other core business processes).
* Perform regular file archival and purge as necessary.
* Repair/recover from hardware or software failures and communicate with impacted constituencies accordingly.
* Apply OS patches/upgrades on a regular basis.
* Upgrade/configure administrative tools, utilities, and system software that supports infrastructure applications or proprietary applications.
* Perform periodic performance reporting to support capacity planning.

**Heartland Payments Systems:** (11/2009 – 12/2014)

(SCM - Configuration Engineer)

* Day to day administration of the TFS system in support of various development teams.
* Manage source code repositories, code branches, and all codes merges into TFS
* Ensure system integrity and enforce code promotion policies and procedures.
* Create and manage custom TFS builds definitions.
* Build and maintain all QA, Prod, and DR servers and databases.
* Experience in configuring/deploying Microsoft based solutions that leverage C# and SQL Server to QA & Production
* Leveraging TeamCity & Octopus Deploy in deployment process for new Agile Methodology
* Initiate new users in Rally, and assist in managing users, team projects, and user stories.
* Managing Users and Server Certifications in IIS
* Build and deploy code of varying complexity for all environments.
* Work with Scrum Teams to produce automated builds and execute automated tests.
* Assist in developing best practice policies and procedures for SCM activities and Release management, following our SDLC (System Development Life Cycle).
* Customize work items, reports, etc… as the need arises for different teams
* Assist in the migration from JIRA, ScrumWorks, Custom Work Item systems, Visual Source Safe and other systems to Team Foundation Server

(Passport - Operation Analyst)

* Run daily production cycles for back end processing system.
* Perform daily, weekly, and monthly ancillary support tasks.
* Research production problems and isolate the technical cause.
* Maintain application configuration and adjust as necessary to facilitate cycle execution.
* Perform data update requests as needed in response to production issues.
* Maintain operational documentation.
* Learn the payments processing industry.

(NOC Analyst)

* Monitor systems for continuous, efficient day-to-day operation of all of platforms for the company's End-Users.
* Document and escalates alarms and insure resolution.
* Monitor, triage and log incidents using ticketing system
* Be the Incident Coordinator until incident resolution. Contribute to the rapid resolution of incidents by calling for the necessary assistance from any Support staff member or support organization, and escalate issues with support organizations as well as internal personnel when required.
* Contribute to coordination of efforts among End-Users, Programmers, and Support personnel by interfacing with members of other staffs in support of Operations.
* Ensure completion of shift schedule by troubleshooting job abends and submitting job restarts in the proper manner using job scheduling tool.
* Handling file transfers via distributed platforms
* Maintain daily operations log.
* Mentor and train other Network Operations staff.
* Evaluate current processes; develop recommendations for improving efficiency and timeliness of current processes.
* Ensure completion of shift schedule by troubleshooting job abends and submitting job restarts in the proper manner using job scheduling tools.
* Handling file transfers with via distributed platforms such as ActiveBatch, Axway (Secure Transport), D$U and Connect Direct and securely transferring by using file level encryption Voltage and PGP.
* Production Scheduling and Batch operational concepts and maintain daily operations log.

**Excentus Corporation:** (3/2008 – 5/2009) Technical Researcher & System Integrator

(Technical Research Analyst)

* Received case escalations from Customer Care to research root cause of issues reported by clients in the field; hardware and or software related
* Pending type of case, all cases have Severity Ratings: (Sev 1 = Immediate Response within 24hrs, Sev 2 = 1 to 2 Day Response Time, Sev 3 = 3 to 4 Day Response Time)
* Request that all logs and sales files be pulled from the site surrounding the issue to begin research.
* Research the full life of the transaction from start to finish.
* Setup lab system with current field configuration in the attempt to reproduce issue found in the field.
* Once problem has been diagnosed, inform Customer Care of recommended fix or nature of the problem
* If configuration update is required for site, confer with Management, to see if update will be released in an upcoming project update or for immediate release as a Hotfix/Patch

(System Integrator)

* Worked with internal parties such as Programmers and Project Management to organize the various components needed to initiate, run and conclude major integration projects.
* Created LOE (Level of Effort) report for Project Management, reporting time estimates on lab setup configuration, unit testing, project implementation, documentation, and delivery process.
* Assist in the creation of the BRD (Business Requirement Document) & SOW (Statement of Work) with Project Management
* Analyze current configuration against project request, to plan layout for type of scripting methods and or executable updates, or modifications to existing equipment and system that will provide capability for proposed project to work efficiently with current customer configuration.
* Unit test updated scripting modifications and or executable updates against current field configuration for issues. If a problem is found, create test cases surrounding issue.
* Create document with all modifications and updates in Technical Release Notes for customer reference.
* Plan and execute delivery process of project update to QA for testing or Production for field installation.

**Fujitsu Transaction:** (5/2007 – 10/2007) Project Coordinator & Field Installer

(Project Coordinator)

* Worked with internal and external parties organize the various components needed to initiate, run and conclude major projects.
* Duties include coordinating schedules and activities, placing orders for supplies and services, and tracking progress and results.
* Requires excellent communication skills and extensive knowledge of database and project management software.
* Often reported updates to product development, project management or marketing executives.
* Utilized MS Excel as a recording keeping tool for part orders, on and off site times, site completions
* Imported and exported information other sources to formulate table and graphs
* Generated daily reports through Excel at the client and upper management requests.

(Field Installer)

* Hardware and Software staging for Starbucks IBM (POS) and Manger Workstation Upgrade. Upgraded store with new manager workstation.
* Utilized crossover cable for data restore from old to new pc’s. Installed new Linksys 16-Port switch.
* Created register load disc for register staging.
* De-Installed and installed new IBM terminals, as well as expeditor terminal for Drive Thru stores.