Ben Everson

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PROFILE SUMMARY

Highly motivated, technically savvy, and multifaceted Information Technology professional, equipped with strong educational background with years of experience in technical management, computer operations, and customer service. Interested in pursuing a position within expansive workforce organization to effectively utilize knowledge, skills, and leadership expertise. Thrive in high-performance technology solution installations, successful test environments creation, and accurate technical documentation. Show verifiable strengths in implementing and improving work procedures and increasing productivity and profitability. Strong and decisive individual armed with superior analytical, interpersonal, organizational, planning, and projecting skills. Extremely capable for surpassing all expectations and rendering optimum level of service regardless of time constraints or special considerations. Well-versed in generating high-quality solutions that enhance efficiency of business and IT operations.

CORE COMPETENCIES

- Project Management
- System Administration
- Computer Engineering
- Strategic Planning
- Resource Allocation
- Applications Programming
- Team Leadership
- Project Analysis
- Data Backup
- Customer Service
- Product Installation
- Plan Development
- Product Improvement

PROFESSIONAL SKILLS

- Expertly manage technical support operations, diligently troubleshooting issues to identify root causes and prevent recurrence.
- Process improvement champion with a history of implementing new procedures and technologies to strengthen security posture, enhance operational efficiency, and control costs.
- Extensive computer and network system experience.
- Attention to small details and excellent critical thinking, decision making, management, and leadership skills.
- Analysis and evaluation capabilities with proven track record of accuracy and precision.
- Excellent communication and service skills, able to build relationships and establish connections
- Ability to assess client needs; establish rapport, build trust, and close deals.
- Strong motivator/team player with effective and excellent planning, organizational, and negotiation strengths as well as the ability to lead, reach consensus, establish goals, and attain results.

SOFTWARE SKILLS

- Microsoft Windows (XP, Vista, Win8, Win 10, Server 2000, Server 2003, Server 2008 Server 2012 R2, Server 2016)
- Linux (Ubuntu, Smoothwall,)
- VMWare (Workstation) Hyper-Visor
- Django
- Amazon Cloud Services (AWS) supporting Windows/Linux Servers
- Winparty, WinDBG, Kernel Debugging, Product Studio, Bug Track WTT Studio, Lab Tracker, Win PE
- Qualcomm firmware tools
- Skype Business
- Microsoft Teams
- Advanced Ip Scanner
- Visual Studio 2012 - 2015
- Norton Ghost, Acronis
- Internet technologies (HTTP, HTTPS, FTP, SMTP, POP3,DNS, SSL)

- Data backups and disaster recovery methods
- Django 1.11 – 3.2
- Basic Python
- Basic PowerShell scripting for automation purposes
- Docker
- Rancher UI
- VMWare ESXI
- Dell Isilion

PROFESSIONAL EXPERIENCE

Tier 2 Support Engineer
Excell – T-Mobile   **Auburn, WA**   **Nov 2018 – Current**

- Utilized Django and Amazon SnS to design and put into production an internal CMR software tool for managing support requests, reporting, in field notification via txt.
- Created scripts in PowerShell to pull remote location information and parse that into a readable format for review.
- New Process Documentation and training.
- Develop and document process improvement of in-house tribal knowledge.
- Maintain, analyze and troubleshoot software and hardware issues.
- Assist in the execution of escalated issues.
- Utilize internal T-Mobile tooling to support vendor engineers in the field.
- Work with multiple PM's in a dynamic project driven environment with daily active reporting.
- Interfacing with team management for existing and new project planning and execution.
- Assist with vendor support issues

Technical Specialist
Mindtree - Microsoft   **Redmond, WA**   **Oct 2018 – Nov 2018**

- Document technical and non-technical processes for peer's and team use.
- Work with internal and external groups to help expedite tests and testing results.
- Analyze workflow and testing process while communicating any technical errors and possible solutions for them.
- Utilize Visual Studio Online for issue tracking
- Developed tailor software test plans and strategies.
- Leverage technical knowledge at the device firmware, Bios, Nic, SSD, Sata, NMVe HDD etc for building test case scenarios.
- Understand and actively work with Azure Cloud Computing and Datacenter resources.
- Server component break/fix inspection via physical component review utilizing power and scope probe hardware.
- Utilize PowerShell to develop utility tools to aid the team.

Technical Engineer 3
Brillio - Microsoft   **Redmond, WA**   **Sept 2016 – Jun 2018**

- Creation of new lab deployments including the planning, layout and requirements followed by execution of the plan.
- Image recovery and deployment for over 3000+ machines in multiple locations across Microsoft Studio locations
- WTT Studio pool creation, support and troubleshooting.
- Lab deployment with setup configuration and sustained support of Raritan and Avocent KVM over IP solutions.

- Control (Serial), Kramer (Firewire) and (Network) debug lab deployment, setup and configuration while continuing sustained support for new and existing client/server setups requiring active real time debugging
- Custom test system request and deployment of internal engineering and retail products.
- Sustained hardware firmware and upgrades deployment and tracking.
- Process Documentation and training.
- Windows Devices inventory tracking.
- Infrastructure server deployment of (WDS production server).
- Break fix repair of internal engineering and OEM devices in test via hardware or software solutions.
- Work with internal Windows Device and Windows Core engineers to improve process for baseline images being applied to incoming devices, servers, laptop, and desktop engineering systems.
- Design and put into production internal software tools for managing device inventory, support requests, baseline imaging equipment increasing team efficiency.
- Interfacing with upper team management for existing and new project planning and execution.

System Engineer
Microsoft   **Redmond, WA**   **Jul 2012 – May 2016**

- Direct crisis management support for Bing and Yahoo! Search engines, crisis events for Ads, Maps, and other platform services (O365, Federal services, Exchange, Outlook, Skype and Xbox Live teams), including external partners like Nokia.
- Experience with distributed application support spread across a series of global datacenters.
- Perform functional analysis and cost – benefit studies to determine proper allocation of resources.
- Primary contact for the Halsey project (Bing/Azure back-end for Cortana Personal Assistant).
- Supported and resolved incidents involving failures of datacenters, loss of availability of services, and latencies causing timeouts to miniscule week over week increases of latency.
- Developed documentation and procedures to coordinate operations between online services (Bing/Advertising/Yahoo Search).
- Worked in a 24x7x365 environment to ensure maximum uptime for all services.
- Infrastructure included over 300,000 servers with geographic load balancing and monitoring to ensure the fastest service for our customers.
- Trained OSD-OC, MOC and CCO System Engineers in BingAds and Bing System workflows, migration technologies, reporting methods and monitoring implementation.
- A primary contact for Yahoo! management and Operations Centers for all Microsoft/Yahoo! discussion related to operations work.

System Analyst 2
Aditi Inc. – Microsoft   **Redmond, WA**   **Jul 2011 – July 2012**

- Lead for internal team of 8 regular vendors in charge of engineering equipment within the Windows Phone Division. This involved the management of (Dayshift / Graveyard) crew members and the daily execution of tasks assigned to them.
- Audited engineering phone lines usage for the windows phone division.
- Worked with internal Windows Phone engineers and OEM's to improve process for baseline images being applied to incoming cell devices. The results of this were reduced process complexity and lowering processing time by 60%.
- Helped design internal software tools for managing device inventory, support requests and baseline imaging equipment increasing team efficiency.
- Process documentation and training.
- Interfacing with upper team management for existing and new project planning and execution.
- Vendor hardware support and product cycles for active devices in development rotation.
- Provide assistance with systems planning, business information analysis and process improvement initiatives.

System Test Engineer 3
Prithvi Catalytic - Microsoft   **Redmond, WA**   **Oct 2010 – July 2011**

- Creation of new lab deployments including the planning, layout and requirements followed by execution of the plan.
- Image recovery and deployment for over 3000+ machines in multiple building locations
- Across Microsoft campus.
- WTT Studio pool creation, support and troubleshooting.
- Lab deployment with setup configuration and sustained support of Raritan and Avocent KVM over IP solutions.
- Control (Serial) and Kramer (Firewire) debug unit lab deployment, setup and configuration while continuing sustained support for new and existing client/server setups requiring active real time debugging.
- Dtap setup and configuration.
- Custom test system request and deployment of internal and retail products and Process Documentation…
- Sustained hardware firmware and upgrades deployment and tracking.
- Windows Org inventory tracking via Lab Tracker.
- Created customized test scripts based on the needs and functions of applications.
- Infrastructure server deployment of (WDS, Hyper-V).
- Break fix repair of internal and OEM devices in test.

System Test Engineer 3
Aditi Inc. - Microsoft   **Redmond, WA**   **May2009 – Oct 2010**

- Creation of new lab deployments including the planning, layout and requirements followed by execution of the plan.
- Image recovery and deployment for over 3000+ machines in multiple building locations
- Across Microsoft campus.
- Identified and clarified business requirements to software engineers
- Developed tailor software test plans and strategies.
- Control (Serial) and Kramer (Firewire) debug unit lab deployment, setup and configuration while continuing sustained support for new and existing client/server setups requiring active real time debugging.
- Dtap setup and configuration.
- Document test results and classify performance issues.
- Perform system integration, verification, and validation.
- Review project specifications and recommend effective changes.
- Windows Org inventory tracking via Lab Tracker.
- Infrastructure server deployment of (WDS, Hyper-V).
- Break fix repair of internal and OEM devices in test.
- Develop and maintain Systems Verification & Validation SOPs and Work Instructions.

Printer Test Engineer
Hewlett Packard Business Inkjet Division   **Redmond, WA**   **May   2006 – Jan 2009**

- New and existing lab setup, configuration and infrastructure support.
- Daily installation of latest internal windows builds.
- Software verification and validation.
- Software integration testing of (Inbox software, UI, Out of box, Black box, White box and build regression).
- Create reporting documentation of test results, process improvement, future scalability, risk assessment and training.
- Debugging kernel and user mode breaks then locating the owner to review the break.
- International communication with developers and additional testing houses.
- Product Studio bug filing, regression and escalation tracking/assignment.
- Performed local and network-based black & white box testing of all print/scan devices, firmware and device drivers on all 32-bit and 64-bit architectures (AMD64, x86, IA64).

Lead Test Engineer / US division IT Manager
Four Js Development Tools   **Tukwila, WA**   **Jun 2001 – Apr 2003**

- Provide Customer and Technical Sales team support.
- Software debugging of reported issues across (AMD64, x86, IA64 architecture, OS and networking issues).
- Assist and familiarize existing and new customer base with products through video and onsite training.
- Deployed and maintain tools across Microsoft, Unix and Linux Operating systems.
- Maintained the US HQ based IT infrastructure (Desktops, Servers, Network and devices).
- Deployed and maintained a multi country VPN solution on a permanent basis.
- Implemented testing tools across multiple databases (Oracle, DB2, MS SQL, Sybase and Informix).

ONLINE COURSES

2016
- CentOS 7 Linux Server: Alternative to Red Hat Enterprise
- System Operations on AWS through Global Knowledge
- Time Management in a World of Interruptions
- Time Management for Technical Professionals
- Building a Client Troubleshooting Tool in PowerShell
- Data Analysis Fundamentals with Tableau
- Learn QlikView to Easily Create a Great Data Discovery
- PowerShell Removing Fundamentals
- SharePoint at Work: Create a Task List

2019 Scheduled Courses
- Python 3
- Django 2 & Python Web development
- Backend Web Development Django 2

2020 Scheduled Courses (upcoming)
- Architecting on AWS
- Advanced Architecting on AWS
- AWS Security Principals
- Linux Admin Certification
- JavaScript

EDUCATION

- **Graduated**   **Hazen Senior High School**   **Renton, WA 1990 – 1993**
  Renton Technical College   Renton, WA 1992 - 1993
- **Horticulture Graduated**