|  |
| --- |
| Jonathan G. Carter  16510 SE 36TH Circle Vancouver WA 98683  901-219-4585 | jonathan@cartertec.com | www.cartertec.com |

|  |  |
| --- | --- |
| **Objective** | Senior IT professional and IT manager searching for full time opportunities in the greater Portland Oregon area. Specialized expertise in datacenter operations, server and storage management, finance IT, UI development, technical writing, project management, leadership building. Motivated to modernize infrastructure, cutting costs of operations, implementing streamline processes, assist organizations with greater spend visibility, eager to build solutions that scale. |
| Experience | Procurement Systems Administration / Operations Manager TruGreen, Lake Oswego, OR and Memphis, TN  August 2014 to Present  Transferred technical support from ServiceMaster Procurement and ServiceMaster IT (TruGreen split from ServiceMaster)  Coupa design architect; built TruGreen Coupa instance from ground up.  Trained junior procurement system administration staff; setup applications roles and responsibilities among staff  Developed Coupa user manuals, developed online knowledge base “CoupaSupport”, user community portal where requests can be made, Tableau reports can be published, online surveys are posted  Implemented common sense measures: standard use of employee ID on logon, 3rd party address validation (Smarty Streets, USPS, FDX, UPS), IRS tax ID validation, Better synchronization of master data from JD Edwards (ERP)  5th most active Coupa community member worldwide; worked with senior product managers at Coupa to demonstrate use cases and request product enhancements beneficial to TruGreen’s direct chemical procurement.  Developed IT toolkit for TruGreen procurement  Developed capital planning and budget websites  Managed support operations; provided 2nd/3rd level support for 1500 managers (associates with purchasing authority) and above.  Worked with Compliance and Internal Audit to ensure systems, policies, procedures are in line with formal governance artifacts (company charter), spending policies  Developed, tested, configured dozens of cXML punchout e-commerce websites  Setup sFTP integrations between WorkDay and Coupa; JD Edwards and Coupa; Setup SSO integration between Coupa and EmpowerID  Worked with suppliers to integrate external applications with Coupa. (External purchase orders imported directly into Coupa)  Collaborated with senior leadership (Directors, VPs, CFO)  Helped develop new service lines within TruGreen (Mosquito control program, Irrigation, Pool Maintenance)  Assisted with IT indirect procurement, assisting category managers with seeking better information from suppliers  Developed corporate interactive floorplans with employee information and conference room reservation system  Helped facilities management with technology decisions with Corporate office build out (small network closet, conference room technologies, electronic whiteboard, speaker systems)  Managed email list services for bill, survey, and other announcements among associates and suppliers.  **Technologies used:** Coupa (P2P SaaS AWS-based application), JD Edwards (ERP), WorkDay, Windows 2012 Server, Symantec NetBackup, MySQL, PHP, WordPress, MSSQL/DTS/SSIS packages, Tableau Reports (desktop and server), EmpowerID SSO, Adobe Photoshop, Microsoft Office products, Office 365, WebEx enterprise, Google Earth Pro (KML development), ContractWorks, Serengeti Law / Thomson Reuters Legal Tracker   System Architect Advisor Technical Architecture & Capacity Planning FedEx Services, Collierville, TN  September 2007 – May 2014  **Capacity planner of storage products (2013-2014)**  Primary Storage Products: EMC V-MAX, HP 3PAR, EMC Isilon, EMC VNX II, HP StoreVirtual 4730s  Responsible for placing and provisioning incoming technical projects on storage in N. American datacenters  - Production and Test/Dev environments  - Multiple geographical locations  - Primary (SAN)  - Secondary (NAS)  - Backup and recovery (BAR)  - Disaster Recovery (DR)  Performance analysis and performance tuning of environment  Responsible for planning the Fibre Channel network in datacenters (Edge-Core-Edge topography)  **Capacity Planner of datacenter “white space” (2012-2013)**  Responsible for Pod (4 racks = 1 Pod, switches, wiring) Responsible for Java-based reporting (Jaspersoft iReport) and maintaining enterprise inventory through various OTC and in-house software tools.  **Engineering Specialist Advisor (2012)** Enterprise Information Services, IT Operations (EIS-ITO-CSS)  **Senior Engineering Specialist (2010-2011)** Enterprise Information Services, IT Operations (EIS-ITO-CSS)  **Senior Customer Technology Consultant (2007-2009)** Technology Services (TS-MCS)  Memphis Campus Support Server Team  Responsible for planning, implementing, supporting, troubleshooting and administering the Windows OS and Wintel based Infrastructure Servers and business products deployed in FedEx’s Memphis Data Center locations. Also provided 3rd level support for all Servers deployed to various FedEx’s hubs and hanger facilities nationally.  Responsible for planning, implementing, troubleshooting the Windows server migrations, refresh, lifecycle management  Routinely built Windows clusters (IIS, MSSQL, Files Services, DHCP)  Architect for Symantec NetBackup 7 consolidation; merging independent catalogs of ArcServe, Syncsort Backup Express, BackupExec, and older versions of NetBackup under one uniform ENV.  Built and implemented WSUS for Windows updates  Implemented Nagios (Groundwork Open Source) for agent-based and agent-less monitoring  Memphis airport; FedEx Hub/Hanger SIDA security clearance (unescorted access)  Participated in a 24x7 on-call server support rotation. Wintel Engineer, Wintel Engineering (Windows + Intel) Caesars Entertainment, Memphis, TN (Nextech Contractor)  January 2007 – September 2007  Responsible for planning, implementing, supporting, troubleshooting and administering the Windows OS and Wintel based Infrastructure Servers and business products deployed in Harrah’s (now Caesars) Memphis Data Center. Also provided 3rd level support for all Servers deployed to various Harrah’s facilities nationally.  Assisted in the planning, coordination and execution of a 400-Server production and development Datacenter move.  Responsible for the installation, configuration and monitoring of the IBM Tivoli Storage Manager (TSM) Backup and Archive Client on Windows Clients in the Memphis Data Center.  Reviewed TSM Backup Reports daily for the Memphis, Las Vegas and New Jersey sites Troubleshot and resolved TSM client problems and reduced the number of Missed and Failed backups by 70%  Responsible for the implementation of best practice procedures, maintenance, ticket management, troubleshooting and root-cause analysis for all Wintel-based servers in the Memphis Datacenter.  Supported and managed Microsoft Exchange 2003, DNS, DHCP, and WINS Servers. Installed Windows Security updates and Dell Server driver updates as needed.  Participated in a 24x7 on-call server support rotation. Computer Scientist Level 4 – Remedy Developer US Air Force, Niceville, FL (Jacobs/Tybrin DoD Contractor) Eglin AFB, AFMC, IT Central PMO  February 2006 – December 2006  Co-developed IT ticket system that utilized BMC’s Action Request System version 5 (USAF’s own version of ITSM).   Deployed on Windows 2003 HP DL380 G4 servers. Solution utilized MSSQL 2000, IIS6, and java-based BMC’s Mid-tier.   Provided user and administrator class instruction, technical writing, patch testing.  Developed using CMM/CMMI software engineering processes.  Travelled to several USAF bases to setup, install, configure, train ticket system administrators.  Secret Security Clearance IT Manager Xquizit Technologies, Nutley NJ and Memphis, TN  October 2003 – January 2006  Memphis datacenter operations  Setup, Installed, Managed Windows and Linux hosting infrastructure (IIS, Apache, MSSQL, email)  Setup, Installed, Managed Cisco network/PIX VPN infrastructure; Setup Nagios Monitoring  Managed political email campaigns  Developed several ASP/HTML websites  Managed .NET v.1.1/v.2.0 website development  Met with clients, performed sales and account manager functions  Sized client IT purchases based on customer requirements  Hired junior technical employee and project managers Senior Systems Administrator Crystal Clear Industries, Ridgefield Park NJ  September 1999 – October 2003  Responsible for technical support and administration of Windows servers; setup Active Directory domain Implemented Cisco PIX site-to-site VPNs; installed proxies for Internet caching; maintained Nortel managed switches  Setup & maintained DHCP, WINS, DNS  Standardize desktop configuration through cloning (Ghost)  Renovated all server rooms; rewired racks (color coded, labels, developed technical diagrams)  QA testing for custom Symbol wireless application for showroom ordering Meteorological and Navigational Systems (METNAV) E-3 United States Air Force, Lackland AFB, Keesler AFB  January 1999 – August 1999 (Honorable/Medical)  Secret Clearance |
| Education | Computer Science Coursework, 2006 Troy State University, Fort Walton Beach Campus, FL Computer Science Coursework, 2000-2001 Middlesex County College, Edison, NJ Electronics Training, METNAV Technical School, 1999 Community College of the Air Force, Maxwell AFB, AL B.S. Social Sciences, 1999*\*3 years of mechanical engineering* Florida State University, Tallahassee, FL  **A.A Pre-Engineering, 1998**  Northwest Florida State College, Niceville, FL Computer Engineering Technology Coursework, 1997 University of Memphis, Memphis, TN |
|  |  |
| Community | **Withers Museum, Memphis, TN** IT advisor (2007)  **Boys & Girls Club, Memphis, TN** Volunteer work maintaining IT labs in 6 locations Technology Services (2007)  **University of Memphis Industrial Advisory Committee** Member, Computer Engineering Technology (2003-2006) |