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

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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.

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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

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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

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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)

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