Daniel Johnson

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Objective

My objective is to work as a server & network administrator at a company where high standards and integrity are consistently demanded of every employee. I want to apply my experience to solve business problems both preemptively and reactively.

Education

BS Computer Science, <u>The University of Central Oklahoma</u> 2001-2005

Certifications (see http://progman.us/certifications/ for details)

VCAP5-DCD	VCAP5-DCA	VCP4
RHCE (on RHEL6)	RHCVA	NPP
CompTIA A+		

Experience

Dell EMC, Oklahoma City, Master ProSupport Engineer for VMware/Linux (August 2015 – Present)
- Handled normal and executive escalations from all front-line and internal groups
- Collaborated with diverse internal groups and 3rd party vendors (Red Hat, VMware, etc) as appropriate on behalf of customers
- Developed training for fellow SSTs and front-line agents and proctored tests
- Owned and drove to resolution highly-complex issues for large and small customers both in the US and internationally

Dell, Oklahoma City, Senior ProSupport Engineer for VMware/Linux (February 2014 – August 2015)
- Handled escalations from the HC-V and HC-A front-line queues
- Engaged 3rd party vendors (Red Hat, VMware, etc) as appropriate on behalf of customers
- Developed training for front-line agents and proctored tests
- Resolved highly-complex issues for large and small customers both in the US and internationally

Dell, Oklahoma City, High Complexity Virtualization (HC-V) queue (April 2011 – February 2014)
- Diagnosed and resolved complex technical & service issues for high-profile customers
- Demonstrated dependable attendance and attention to detail
- Provided thorough and clear documentation throughout each case
- Managed communication and timelines with customers to resolve issues quickly
- Progressed through multiple technical certifications to demonstrate and improve my skills

C. H. Guernsey & Company (CHG), Oklahoma City, IT dept (May 1997 – April 2011)
- Server administrator for Linux and MS Windows on "white box", Gateway, and HP/Compaq boxes
- Multi-state network administrator
- In charge of Windows-based Accounting/HR applications and databases since 2008
- Administered Slackware Linux servers for Samba, Apache, Qmail, Postfix, BIND, and ISC dhcpd
- Spearheaded replacement of hub-based multi-segment network with gigabit switch-based network with multiple VLANs and administered said network (*Extreme Networks* hardware)
- Introduced virtualization with VMware ESXi v4.1, Workstation v5.5-7, Player v1 / 2, Server v1.

Personal consulting
- Built/Rebuilt computers for family and friends, often using retired/"junk" machines from CHG
- Made several trips to Haiti to repair computers for a non-profit trade school operated by a friend