MR. CLARK ORTON MERCER

Sandy, UT
Mobile: 801-573-7798
Email: clark.mercer@outlook.com
www.ClarkMercer.com
www.linkedin.com/in/HireClark

Work Experience:

NOAA National Weather Service   Series: 2210 Pay Plan: GS Grade: 12
Salt Lake City, UT 84138
IT Specialist: Systems Administrator III (This is a federal job)
01/2016 - Present (3 years+)
Hours per week: 40
Duties, Accomplishments and Related Skills:
LEAD and SUPPORT the regional ENTERPRISE SERVER INFRASTRUCTURE for The National Weather Service, with a focus on VMware and Linux. Administer at region headquarters nearly 100 server systems of ESXi and Red Hat Enterprise Linux (RHEL). This includes timely security vulnerability remediation, performance tuning, proactively SOLVING TECHNICAL PROBLEMS, and end to end lifecycle of these servers and storage systems to include EQUIPMENT and virtualization considerations. Plan, schedule and perform MAINTENANCE to implement, upgrade, migrate, and modify server hardware, storage, and software for security, optimization, and lifecycle management. Analyze and RECOMMEND the most cost effective storage (Storage Area Networks [SAN] and Network Attached Storage [NAS]) and server systems. Serve as PROJECT LEADER and COORDINATOR over various technical matters in areas such as systems administration, virtualization, and datacenter. Administer Hypervisors (ESXi), VMware vCenter, Network File System (NFS) servers, Samba (SMB) file servers, MySQL/MariaDB database servers, Apache web servers, Squid reverse proxy servers, DNS, rsync, NTP, FTPS, OpenLDAP, and numerous other application servers. Install, configure and maintain these server systems to include configuration and maintenance; ensuring proper NETWORK COMPATIBILITY, connectivity (LAN and WAN), and security hardening. Database design, replication administration, programming and management. Implement new DATABASE FEATURES and technologies such as TokuDB engine/compression and MariaDB replication topology improvements. DETERMINE REQUIREMENTS for hardware, software and networking of nearly 100 server systems. Test vendor-provided software as needed to ensure all security requirements and needs are met. Adapt commercial off the shelf (COTS) and open source software for managing databases and server systems. Develop, update, execute and verify integrity of systems BACKUP and RECOVERY strategies for nearly 100 server systems. Ensure DISASTER RECOVERY procedures are documented, validated, and updated in the Continuity of Operations Plan (COOP). Provide top tier support and CUSTOMER SERVICE for Linux in ACTIVE DIRECTORY via Centrify, and second tier support for Active Directory and WINDOWS SERVERS and clients. Provide authoritative guidance, support, CLEAR & EFFECTIVE COMMUNICATION, analysis and technical assistance to nearly 50 IT Officers and System Administrators (2210 series) in the region on matters pertaining to IT systems administration. Serve as technical subject matter expert and regional focal point for installation, configuration, and troubleshooting for nearly 300 regional server systems for both hardware and software in a multiple operating system environment. TROUBLESHOOT problems, document, and implement SOLUTIONS for the region pertaining to virtualization, OPERATING SYSTEMS, and software. Diagnose system failures, gather and analyze facts, and perform root cause analysis to isolate the source of and recover from hardware and software problems. Develop and maintain standard operating procedures (SOPs), and guidance for the region on numerous technical subjects such as server systems operations, security, application use, and IT best practices. Play a crucial role in the analysis, design and configuration of new and existing DATACENTER equipment and services. Numerous other CYBER SECURITY, datacenter, IT systems hardware, software, networking, and related activities.

+Some accomplishments include: Wrote and published instrumental and authoritative technical guides for all region offices on deploying VMware and on digital certificate implementation for enhanced security. Thoroughly documented current technical implementations including creating over 30 technical diagrams, as well as documenting procedures, and guidance. Achieved significant goal of migrating all Linux from RHEL5 to RHEL6/7 before end of support. Improved datacenter efficiency and standardization implementing blanking panels and cable management.

Utah Army National Guard   Series: 2210 Pay Plan: GS Grade: 12
Draper, UT 84020
IT Specialist: Systems Administrator III (This is a federal job)
02/2010 – 01/2016 (5 years and 11 months)
Hours per week: 40
Duties, Accomplishments and Related Skills:
Research, evaluate, analyze, recommend, design, develop, configure, OPTIMIZE AND SECURE information systems, input/output media storage and related IT hardware and software. Make meaningful contributions as a member and leader of a team on IT projects and activities, setting priorities and tasks to accomplish goals and operations. Support entire life cycle of various information systems from design, plan of action, milestones, timeline and budget to deployment, support and replacement. Use IT methods, practices and tools in various IT initiatives and projects affecting over 2,300 customers as part of a national enterprise of over 150,000 customers. Provide IT training, TECHNICAL GUIDANCE and mentorship to TEAM MEMBERS as well as learn from others to improve and advance the organization. Write clear documents for technical procedures and BEST PRACTICES in servicing IT problems. Coordinate with counterparts across the nation on various IT matters, initiatives and task orders. Conduct meetings to update staff on IT services and initiatives. Design and manage VMware vSphere to leverage virtual machine systems using vCenter and ESXi. Manage five storage area networks (SANs) including iSCSI and Fibre Channel. As the senior member of a two man team, administer over 80 servers at 23 separate locations. Provide SOFTWARE UPDATES and SYSTEM MONITORING for various computer systems. Respond to server alerts for prompt resolution of incidents. Use SCRIPTS and automation tools to manage computer applications and systems including: Hypervisors, UNIX / LINUX appliances, DHCP, DNS, Domain Controllers, database / SQL, web / IIS, file, and other critical application servers and systems. Automate processes using POWERSHELL, other modified SCRIPTS, REGULAR EXPRESSIONS and automation tools. Testing and debugging to ensure SECURITY AND RELIABILITY. Ensure services and applications meet security and REGULATORY REQUIREMENTS. Work with security team on policies for evaluation, deployment and use of SECURITY TOOLS. Provide data protection through various backup and recovery methods such as snapshots, redundant array of independent disks (RAID), and regular disk to disk and tape backup procedures. Implement and configure systems IN ACCORDANCE WITH FEDERAL POLICIES and SECURITY practices. Review work ensuring it's in line with ESTABLISHED IT STANDARDS and policies. Troubleshoot and SOLVE PROBLEMS for server and workstation systems running Windows Army Gold Master (AGM) based upon the United States Government Configuration Baseline (USGCB) set of configurations and standards. Work with IT customers to provide SUPPORT for software applications and solutions to HARDWARE and SOFTWARE PROBLEMS. Identify and provide ALTERNATIVE SOLUTIONS to resolve IT application problems. Provide subject matter EXPERT ADVICE and resolutions on software and hardware concerns, questions and problems.

+Some accomplishments include: As a member of a two man team, changed 38 critical servers from Windows Server 2008 to Windows Server 2008R2 via bare metal rebuilds in 2014. Migrated virtual machine storage from legacy 10 terabyte EMC SAN to new 30 terabyte NetApp FAS3250 SAN and 100 terabyte EqualLogic SAN in 2013. Lead Utah Army National Guard (UTARNG) Email migration from on premise Exchange 2003 to cloud hosted DoD Enterprise Email (DEE) for 1,500 users in 2012. Transferred main data center SAN from legacy storage to new Dell EqualLogic iSCSI storage with minimal down time in 2011. Utah technical lead for Active Directory migration project in 2010.

Utah Army National Guard   Series: 2210 Pay Plan: GS Grade: 11
Draper, UT 84020
IT Specialist: Systems Administrator II and Customer Support (This is a federal job)
04/2004 - 02/2010 (5 years and 11 months)
Hours per week: 40
Duties, Accomplishments and Related Skills:
IDENTIFY AND ANALYZE PROBLEMS, research, evaluate and CLEARLY COMMUNICATE to management and NON-TECHNICAL staff on IT requirements, feasibility, benefits and TECHNICAL RECOMMENDATIONS using convincing executive summaries in both ORAL and WRITTEN formats. Conduct quality assessments and assurance for IT systems and services. Regularly serve as an essential team member on numerous IT projects and initiatives. Administer VMware virtual machine infrastructure including TROUBLESHOOTING and top tier support. Provide support to users by INSTALLING, CONFIGURING, patching and MAINTAINING software. Install, administer and support operating systems, databases and applications to ensure health, integrity and optimal performance on a network of over 3,000 computers at 23 locations. Implementation and configuration of systems software and SYSTEM SECURITY to minimize security vulnerabilities and threats. Configure and maintain systems in accordance with applicable government IT POLICIES. Manage and support two Exchange 2003 email clusters for over 1,500 email users. Maintain Active Directory (network authentication directory services) integrity, structure and group policy. Maintain operations on wide area, campus area and local area networks (WAN, CAN, LAN). Design, implement and administer backup solution software and hardware using Windows tools and CommVault Simpana in a disk-to-disk-to-tape (D2D2T) methodology for more than 50 critical systems. Administer and regularly test disaster recovery solution warm site and tape restore procedures. Install and manage mobile device management server for over 200 MOBILE DEVICE USERS. Use of change management procedures to request and document all systems changes and maintenance. Document computer, storage, network devices and configurations, maintaining them in standard operating procedures (SOP) documents. Apply information from TECHNICAL MANUALS and sources to implement solutions. Troubleshoot networks, computers and communications equipment and RESOLVE top tier customer IT support cases for HARDWARE and SOFTWARE PROBLEMS. Implement and / or maintain appropriate policies and procedures for handling CUSTOMER SERVICE requests. Leverage helpdesk ticketing, record keeping systems and incident management software to track and document service requests. ANALYZE needs and ensure customer and SYSTEM REQUIREMENTS are met and managed effectively. Provide written and in person customer assistance training and perform analysis of training needs addressing new applications and technologies. Resolve critical problems when they arise in a complex enterprise software and hardware environment where ATTENTION TO DETAIL is crucial.

+Some accomplishments include: Improved headquarters datacenter efficiency and design saving money and positively affecting over 2,300 users in 2008. Converted main datacenter systems to energy efficient blade servers and virtual machines saving 30% power and space in 2007. Received statewide employee of the month in 2006. Lead the UT-ARNG in the migration from Exchange 5.5 to Exchange 2003 email system in 2005. Played a pivotal role in upgrading the network by migrating from a Windows NT domain to a new Active Directory domain and forest with Server 2003 domain controllers in 2004.

Utah Army National Guard
Draper, UT 84020
IT Specialist: Customer Support
12/2003 - 04/2004 (5 months)
Hours per week: 40
Duties, Accomplishments and Related Skills:
Provide exceptional tier one and two CUSTOMER SERVICE and SUPPORT for computer hardware, software, telecommunication and network equipment following INFORATMION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL) best practices. Receive, evaluate, record, and resolve, or route technical issues using Altiris INCIDENT MANAGEMENT and ticketing system. Conduct THOROUGH TROUBLESHOOTING on malfunctioning equipment and software to obtain root causes and implement solutions. Maintain helpdesk website, frequently asked questions and Knowledge base for other customer support technicians.

InfoWest Global Internet Services
Cedar City, UT 84720 United States
Technical Support Specialist
09/2001 - 08/2003 (2 years)
Hours per week: 35
Duties, Accomplishments and Related Skills:
As a valuable asset to an Internet service provider, SOLVE PROBLEMS for networked computers using METHODICAL TROUBLESHOOTING. Administer phone, e-mail, and on-site technical support for DSL, wireless, and dialup Internet customers; both home users and commercial businesses utilizing ticket management software. Management and configuration of routers, switches, modems and computer systems ensuring OPTIMAL PERFORMANCE and configuration. Successfully coordinate all new DSL customers' correct router and computer configuration. Instrumental in expanding DSL customer base by 25%. Supervisor Jeff Knight states that I was one of the BEST EMPLOYEES he's ever had.

Mountain West Office
Cedar City, UT 84720 United States
PC Support Technician
08/2000 - 05/2001 (10 months)
Hours per week: 30
Duties, Accomplishments and Related Skills:
Built a critical foundation of IT skills, understanding and ATTENTION TO DETAIL habits in both hardware and software to accompany my academic knowledge. Challenges included: On-site TROUBLESHOOTING and repair of NETWORKED COMPUTER SYSTEMS, printers and peripheral devices. Building, upgrading, PROBLEM SOLVING, diagnosing and repairing computer systems for home and business customers. Providing technical training and expert advice. Support hundreds of customers computer needs through phone and onsite technical support.

Education:

Southern Utah University Cedar City, UT - United States
Bachelor's Degree
    Major: Computer Science **Minor:** Networking Computer Information Systems
    Credits Earned: 137 Semester hours
      -Scholarships received for exceptional GPA.
      -Relevant University course work included: Essentials of COMMUNICATIONS, ENGLISH 201, Computer Applications, Intro to Computation I & II, OPERATING SYSTEMS CONCEPTS, computer HARDWARE, Theory of Computation, Networking Technologies, NETWORK ADMINISTRATION I and II, Network Service & Support, Algorithms, Visual Programming, programming language concepts, Assembly Language Programming / Computer Architecture and Concurrent Programming.

Job Related Training:

- VMware vSphere Optimize and Scale [v6.7]: 40 hours - 2019
- Red Hat Linux Diagnostics and Troubleshooting RH342: 32 hours - 2018
- Red Hat Linux System Administration Rapid Track RH199: 30 hours - 2017
- IT Project Management: 32 hours - 2015
- VMWARE TROUBLESHOOTING Workshop [v5.5]: 40 hours - 2015
- IPv6 Foundations: Protocols, Services, and Migration: 40 hours - 2015
- WINDOWS SERVER 2012 Designing and Implementing a Server Infrastructure: 40 hours – 2014
- VMware Horizon View (VDI): Install Configure, Manage [v5.2]
- VMware vSphere: Fast Track [v5.1]: 40 hours - 2013

+ 255A Warrant Officer Advanced Course. Four months of extensive training on various IT systems and solutions including: Network Routing & Switching, Troubleshooting, Voice over IP (VoIP), Microsoft management tools & operating systems, Windows 7 and Server 2008R2 training, Microsoft System Center Configuration Manager (SCCM), Remote Desktop and Thin Client Services, Storage Network Technologies, IT Project Management and ADVANCED VIRTUALIZATION: 640 hours - 2013.

- Automating Administration with Windows POWERSHELL 2.0: 40 hours - 2012
- DCUCI v3 Cisco Data Center Unified Computing Implementation (Cisco UCS): 40 hours - 2011
- VMware vSphere: Install, Configure, Manage [v4]: 40 hours - 2009

+ 255A Warrant Officer Basic Course. Six months of IT training at Ft. Gordon, GA. This included full Cisco Network Associate curriculum & CCNA certification, Cisco ASA firewalls, voice over IP (VOIP) telephones, VMware vCenter & ESX, Microsoft Active Directory, Microsoft Windows Vista, Microsoft Exchange 2007, Microsoft SharePoint 2007, SQL 2005, NetApp storage area networks (SANs), Information Technology Infrastructure Library (ITIL), Wireless LAN Security and Security+: 960 hours - 2009

- SQL Server 2005 Administration: 40 hours - 2008
- RH033 Red Hat Linux Essentials: 40 hours - 2008
- Implementing, Configuring, and Troubleshooting Windows Vista: 40 hours - 2008
- Ultimate Exchange Server 2003: 40 hours - 2006
- Microsoft Exchange Server 2003: 40 hours - 2005
- Microsoft Windows 2003 Configuring Active Directory Services: 40 hours - 2004

Additional Information:

+ Proven reliable and diligent, yet humble team player eager to make a significant contribution utilizing my established technical knowledge, skills, and exceptional customer service abilities in Information Systems Administration.

+ Possess rare and highly valuable combination of both hardware & networking background, industry certifications and superior interpersonal skills, along with a degree in computer science & over a decade of applied IT experience.

+ Current Certifications: Red Hat Certified System Administrator RHCSA, CompTIA Security+, Storage+, Linux+, Linux Professional Institute LPIC-1, SUSE CLA, Microsoft Certified IT Professional Enterprise Administrator and Server Administrator. Previous Certifications: VMware Certified Professional 5 Data Center Virtualization, Microsoft Certified Systems Engineer (MCSE Windows Server 2003), Network+, and A+. Transcripts available online at ClarkMercer.com.

+ Proficient with Windows systems administration: I've been administering Windows server and client systems since Windows 2000. I was a regular Windows beta tester from Longhorn (Vista) to Threshold (Windows 10).

+ Proficient with Linux systems administration: I've been using various flavors of Linux for years, and administering Linux servers daily since 2016.

+ Eager to learn and teach with a passion for IT; regularly following IT articles, IT Pro websites, and podcasts staying knowledgeable on the latest trends and developments in the field.

+ Hardware administered: Cisco Unified Computing System servers (UCS), Dell PowerEdge blade and rack servers, Numerous storage area networks (SAN) including NetApp, EMC and Dell EqualLogic (iSCSI), Network Attached Storage (NAS) both Windows (SMB/CIFS) and Linux (NFS) based, LTO tape libraries, laptops & desktops, HP printers and more.

+ Retain great relationships with all past employers substantiating superior work ethic, professional contribution, team cohesion, personal support and friendship.

References:

Name	Employer	Title	Email
Scott Lewis	Utah Army National Guard	IT Systems Administrator	scott.e.lewis1.nfg@mail.mil
John Pratt	United States Department of Agriculture	IT System Admin and Manager	john@pratts.org
Joel Day	Microsoft	Software Developer – Federal Team	joel.day@microsoft.com
Derek Holmes	Navitaire	Software Developer Team Lead	derekholms@yahoo.com
Jeff Knight	InfoWest Global Internet Services	Technical Lead and Store Manager	jknight@infowest.com