

# Dustin Dauncey

## Summary

Multi-faceted technology administrator and support person with over 9 years of relevant work experience. Strong communication skills, proactive style, eager learner, and proficient in many areas of information technology. Seeking to implement new and optimize existing technical infrastructure and improve business operations through the use of information technology.

## Skills & Expertise

### Personal

- Detail-oriented, organized, meticulous
- Interpersonal, team-player, and also able to work independently
- Strong communication skills, both verbal and written
- Strong customer service skills, very patient, a real 'people-person'
- Able to identify, focus on, and solve problem situations with troubleshooting skills
- Easily adaptable to stress and rapid changes in the workplace and IT scenarios

### Technical

- Operating systems
  - **Linux/UNIX:** CentOS / RHEL, Solaris, macOS
  - **Mobile:** iOS, Android, BlackBerry OS
  - **Windows:** Windows Server 2003, 2008, 2012; Windows XP, Vista, 7, 8
- Enterprise apps & tools
  - **Email server:** Dovecot, Postfix, Exim, Microsoft Exchange 2003-2007
  - **SQL server:** MySQL 5.x, Microsoft SQL Server 2005-2012
  - **Web server:** Apache, Microsoft Internet Information Services (IIS)
  - **Virtualization:** VMware ESXi, Windows Hyper-V, Citrix XenServer
  - **Backup & Recovery:** VMware Snapshots, Microsoft Data Protection Management (DPM), Symantec Backup Exec, Norton Ghost
  - **Security tools:** Trend Micro OfficeScan, Microsoft Forefront Security
  - **Network tools:** Wireshark, tcpdump, KisMAC
  - **Mobile tools:** BlackBerry Enterprise Services (BES)
  - **Remote tools:** Cisco WebEx, TeamViewer, LogMeIn, GoToMyPC, GlobalProtect VPN
  - **Web & CMS:** Wordpress, Dreamweaver, Expressions, Coda
  - **CRM & ERP solutions:** NetSuite, D3 MIS / Pick, Microsoft Dynamics AX
  - **Miscellaneous:** MediaWiki, Yammer, POSitouch, Office 2007-2013
- Hardware appliances
  - **Servers:** Oracle SunFire servers, Dell PowerEdge servers
  - **Mobile:** iPhones, iPads, Android & BlackBerry phones, Windows Surface
  - **Terminals:** Various; mostly Apple, Dell, HP, and Lenovo-branded computers
  - **Network:** Cisco & SonicWALL network appliances, D-Link & NetGear switches, Network cabling, F5 load balancers
  - **Printers:** Xerox WorkCentre, HP LaserJet & InkJet
  - **Miscellaneous:** Point of sale (POS) machines and PIN pads
- Programming languages
  - Fluent in **HTML** and some **CSS**
  - Growing in **PHP**, **Java**, **JavaScript**, and **C**
  - Have written/implemented various scripts using **Bash**, **VBScript** and **PowerShell**
  - Eager to learn more languages

Related Work Experience

**Senior Support Engineer**  
CA Technologies

July 2016 – Present

- \* **Earned a promotion from Support Engineer to Senior Support Engineer** after showing strong customer service & advancement in my technical competency. This included previous responsibilities in addition to a number of new ones with the ability to make an even greater positive impact.
- \* **Successfully handled highly escalated support issues**, working closely with customers and several teams in the company to ensure a timely and long-term resolution.
- \* **Mentored colleagues on improving knowledge creation workflows**, achieving shortened times to publishing knowledge articles. Was a Knowledge Centred Support (“KCS”) coach.
- \* **Improved customer engagement in self-service support resources**, having been chosen to lead a critical self-service project for the team.
- \* **Streamlined and documented a number of processes & procedures** while working closely with colleagues.
- \* **Earned high trust with customers**, a number of them contacted me directly for troubleshooting sessions.
- \* **Received high customer satisfaction survey results** and maintained strong business relationships with several customers.

Technologies: Same as previous role plus the following new technologies: Insomnia REST client, Atlassian Confluence, Jive Community Platform

**Support Engineer**  
CA Technologies

March 2014 – July 2016

- \* **Provided substantial front-end technical support** to customers by answering complex questions on functionality and product usage
- \* **Recreated customer problems and provided technical assistance** to less-experienced support personnel to deliver quality and customer satisfaction
- \* Troubleshoot complex web applications, networking issues, web services interactions and end user usability limitations
- \* **Took ownership of complex technical customer issues** and provide enhanced support for a product or product line
- \* **Worked independently** to appropriately prioritize assigned workload and backlog; escalated issues to next level that require code interpretation to resolve
- \* Analyzed logs and relevant data to troubleshoot and recreate customer issues on approved test systems.
- \* **Created high quality knowledge base documents** and assisted junior team members by reviewing their knowledge base content submissions
- \* **Provided technical assistance to team-members** by coordinating ownership of support issue escalations for the product or product line
- \* **Provided coaching and mentoring to less-experienced team-members** to assist with progressing issues, troubleshooting and recreating customer issues
- \* **Proactively identified team training needs**; collaborates with team members to facilitate relevant training to address individual or team needs.
- \* Increased the awareness of new policies, technology and applications by conveying news of updates and changes to the team
- \* **Improved customer satisfaction and product quality** by identifying and documenting predominant customer issues which require assessment by the Support Planning Team

Technologies: RHEL 5 & 6, MySQL, VMware Workstation, SoapUI, WinSCP, MediaWiki, JIRA, CA API Gateway & Policy Manager, CA Mobile API Gateway, CA API Developer Portal

**System Administrator and Technical Support Analyst**  
Loki Systems

June 2013 – January 2014  
(8 months)

- \* **Successfully deployed hundreds of virtual machines on-demand** for employees in the Client Services and Development departments
- \* **Optimized hundreds of virtual machines** to reduce storage space requirements, operate faster, and devised and constantly improved upon policies and procedures for efficient deployments of virtualized environments across the company
- \* **Maintained, fine-tuned, and administered all the Microsoft Windows servers, Exchange servers,** SharePoint servers, SQL servers, Microsoft Dynamics AX 2012 servers, and more
- \* **Improved our company wireless performance and reliability** by optimizing the two wireless access points to not conflict with each other while using defined channels, frequencies, and 802.11 protocols
- \* **Continuously enhanced technical implementation and configuration documentation**
- \* **Learnt many technical applications and architecture in a fast paced environment** in order to properly support employees and customers with application installation and configuration issues
- \* **Collaborated with other team members** to effectively address internal and external customer needs

Technologies: Windows Server 2008 R2 & 2012, Hyper-V, Windows 7 & 8 clients, Microsoft Dynamics AX 2012 & 2012 R2, Data Protection Manager 2010 (DPM), Exchange 2007, SharePoint Server 2010, SQL Server 2005, 2008, and 2012, WSUS, Forefront Client Security, Spiceworks, IIS, Office 2010 & 2013, Skype, 12 Dell PowerEdge servers and ~20 Dell laptops, Cisco routers and NetGear switches, Xerox, Brother, and HP printers, HTML & CSS hand-coding in Expressions

***System Administrator and Technical Support Analyst***  
PlanetClean

November 2009 – May 2013  
(3 years 7 months)

- \* **Supported over 120 employees** with a diverse range of technical issues, and improved the satisfaction and reputation of the IT department within the business
- \* **Took care of the day-to-day operations** of the IT department, which included server maintenance, daily backups, furthering IT projects, wrote policies and procedures, and supported our customers and employees
- \* **Built-up strong relationships with vendors** of licensing, hardware, Internet, and more
- \* **Assisted in two major CRM/ERP system conversions**, which included travelling to store locations to ease the transition to the new system with in-person training and setup
- \* **Administrated the new CRM/ERP system**, gained considerable knowledge about managing, planning, and implementing thorough system conversions for a small- to medium-sized business
- \* Administrated and **trained employees and customers on a new company website with a built-in online ordering system** for high-volume customers
- \* **Heavily improved the IT documentation** so the department could run smoothly in my absence

Technologies: Windows Server 2003 & 2008, Exchange 2003, NetSuite & D3/Pick, Citrix XenServer, Symantec Backup Exec 11d, Trend Micro OfficeScan, TeamViewer, WordPress, several Dell PowerEdge servers and many Dell laptops and desktops, iPhones & iPads, SonicWALL routers and NetGear switches, Xerox & HP printers

***Technical Support Analyst***  
Eigen Development

January 2009 – August 2009  
(8 months)

- \* **A team-player with the client support team**, ensuring all clients received superior customer service and technical support
- \* Assisted clients with their transactions, **troubleshoot diverse technical scenarios**, and configured Eigen software on POS terminals for use in a production environment
- \* **Handled stress well** when encountering system-wide outages, was **able to assist the client in recovering from the outage** in a timely manner, and **kept them comfortable** during the event

Technologies: Ticketing system built in-house, many Open Source applications, Linux and Windows environments, custom-built software from our in-house Developers