

DAVID MICAH AUTREY

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Data Center Technician

Accomplished and dedicated data center engineer with multiple IT industry certifications and proficiencies, backed by over 14 years of experience. Adept at overseeing software migrations, hardware upgrades, and installations, as well as administrating inventory. Excellent communicator, able to organize and prioritize multiple concurrent tasks to ensure optimal workflows. Recognized for services in troubleshooting, running root cause analysis, identifying areas for improvement, and implementing time-sensitive upgrades, enhancing software performance and reliability. Possesses array of expertise, across Cisco networking and Apollo Gen 10 hardware, while providing technical support for VPN, Windows XP-10.

Areas of Expertise

- ◆ Data Center Computing & Technical Support
- ◆ Troubleshooting/Root Cause Analysis
- ◆ Hardware Installations/Configurations
- ◆ Inventory/Asset Management
- ◆ Software Migrations
- ◆ Customer Relations & Service
- ◆ Data Center Engineering
- ◆ Vendor Management
- ◆ Systems Management

Technical Proficiencies

- HP iLO, HP Apollo 9 and 10
- Racking, stacking, and removal of hardware
- Copper & fiber cable running and installation with attention to detail
- Altiris Symantec Management Console - SCCM - RSA/SecureID – Fiberlink & BitLocker Encryption – AirWatch Mobile Device Management
- Active Directory, proxy, firewalls, routers, VPN, Juniper & sub-netting
- Installing and configuring Microsoft Outlook 365 Microsoft Office Suite, along with Microsoft Windows XP/Vista & Windows 7, Windows 8,8.1 & Windows 10.
- Air watch server Administration, Citrix Web Applications, Windows Server Update Services administration, & Microsoft Outlook Web Access

Professional Experience

Ascension Healthcare
Data Center Technician

2024 - Present

Managing 5 Hospital's Data centers MDF and IDF closets across a 300 mile span. Including involvement with HVAC and power/facilities issues and configurations. Managing onsite vendors and technicians. Working 50% home and 50% remote, with additional travel. Assisted with emergency disaster recovery VM restoration/BCDR.

Continent8, Remote
Data Center Technician

2021 – 2023

Helped manage sites across North America with support of servers, network, and infrastructure equipment. 75/25 work from home and travel, with travel being to build-out new Data Centers by installing equipment, running cables, and ensuring connectivity by working with customers.

- Working with best practices for monitoring, troubleshooting, installations, and decommissions, to achieve and sustain Data Center operations and business continuity, managing multiple customers over 40 Data Center sites across North America.

- Managing remote and local sites across North America by way of traveling on-site, using Data Center site portals, third party remote-hands, and by way of telephone to provide details on the subject at hand.
- Use of DCIM tools to manage equipment for each site and device by serial, local identifier number, MAC address, and other required details.
- Installed, setup, and configured multiple new Data Center sites for customers based on specific layout and instructions for efficiency.

SABRE, Southlake, TX
Senior Systems Integration Specialist

2018 – 2021

Helped management of network, servers, and infrastructure equipment, overseeing network gear installations and cabling aligned to specific company/customer needs. First responder as main line of defense and coordinating efforts in preparation for and against data center crises, covering all power outages, fires, or any such disasters.

- Advocated best practices within monitoring, troubleshooting, installations, and decommissions, to achieve and sustain Data Center operations and business continuity, managing multi-million-dollar equipment and around 1500 servers.
- Orchestrated streamlined server and network migrations with collocation customers, steering physical migrations during scheduled maintenance periods.
- Modernized and maintained corporate asset management system, installing and decommissioning servers, network, and infrastructure equipment.
- Bolstered change control committee implementations to cope more efficiently with policy/procedural alterations.
- Bestowed STAR award for outstanding service in Q3 2019.
- Launched 2 new data centers in Europe.

Atlas Copco/Epiroc, Garland, TX
Corporate Service Desk Engineer/Specialist

2012 – 2018

Headed up system analysis and configuration management, while overseeing administration of leased computer inventory, encompassing returns within leased terms, maintenance, purchasing, as well as RMA's and warranty care. Assisted with projects, and improved operations through enhancements to infrastructure and systems.

- Coordinated and completed migration project involving conversion from Windows XP to 7 and then to Windows 10 across North America.
- Accomplished root cause analysis in resolving incidents, while ensuring adherence to SLAs, identifying areas to save over \$30K while overcoming operational challenges.
- Formulated enhancements to boost system software performance, readiness, and reliability.
- Aided management of network infrastructure renovation project.
- Devised updated Group Policies catering specifically to OUs.
- Modified and developed PC images for new hardware, resolving recurring/long-term problems with computer OS images.
- Lauded for positive impact in protecting IT resources serving 1.2K end-users nationally.
- Served as trainer for all company call centers in Mexico assisting North American sites.

Brinker International, Location
Corporate Helpdesk Support/Engineer

2007 – 2012

Provided computer software and hardware inventory management through SharePoint. Governed cloud/server access with RSA tokens, both physical and software. Delivered comprehensive technical support for laptops, desktops, monitors, printers, and miscellaneous parts.

Certifications

A+, Network +, IBM Lenovo certified
MCSA Server 2012 certification