James Canavan

Computer systems technician with a desire to work for a technologically responsive company that recognizes emerging techniques and processes that can improve the value to our customers and allow us to grow our business with the times.

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EXPERIENCE

Application Technical Specialist
+ Associate Application Technical Specialist
Heartland / Global Payments, Plano, Texas

Nov 2014 - May 2018 (Associate); Jun 2018 - present (promoted)

- SME for a gift/loyalty program comprising 100+ Application/Web/DB/Operations servers; 45 applications in the stack.
- Administrator for monitoring applications to keep track of system (CPU, RAM, Disk) and Application status (Uptime, Deployment, Transaction rates).
- Member of a 24hr on-call schedule with two to three people (1 week schedule).
- Principal onboarder for new Operations hires.

Level 1 NOC Technician
Heartland / Global Payments, Plano, Texas

Nov 2011 - Nov 2014

- Monitored 50+ critical systems for outages/down time.
- Worked with 15-25 application teams and 100s of vendors to facilitate stable applications and servers.
- Monitored 2000+ email/alert notifications daily.
- Assisted end-users with domain authentication, operation and systems access.
- Documented issues within a standardized ticket system.
- Facilitated bridge calls during issues/outages.

Queue Coordinator/Data Analysis
American International Group, Inc (AIG), Roanoke, Texas

Aug 2010 - Nov 2011

- Resolved user issues, e.g. restored email access, reset passwords, repaired printer network connections.
- Trained with level 1 Help Desk technicians on more advanced issues including system networking, server configuration.
- Monitored ticket queues for Level II and Level III escalations.
- Developed strategies with management to increase team efficiency through training and queue coordination.

SKILLS

Technology: VMWare, Google Cloud, Solaris 10, Splunk, RedHat, Rally, Fabric, Puppet, Docker, A10 & F5 Load Balancers, ActiveBatch, Globalscape SFTP, LogicMonitor, ThousandEyes, PagerDuty/OpsGenie, HPSM Service Manager, ServiceDesk+

Knowledge: App/Web/DB app stack, Networking (FTP, SSH, Port Forwarding, TCP/IP), VPN usage/setup, DNS, *NIX command line, GSuite, Agile framework, Firewall/Switch/Router layout, MySQL

IT SELF-STUDY

Home networking and personal file/media server with automated media organization/categorization

Personal Splunk installation to monitor router and systems log files

EDUCATION

Computer Science / English
University of North Texas
Denton, Texas
1999-2003