Randall Fetterman

Lead Technology Operations Analyst / Systems Engineer

SUMMARY

Demonstrated achiever with exceptional knowledge of manufacturing, customer relations and operations. Strong manufacturing experience in multiple industries. Skilled at learning new concepts quickly while working well under pressure and communicating ideas clearly and effectively. Extensive IT related skills, including knowledge of Production Management software and business software packages.

EXPERIENCE

Lead Technology Operations Analyst, Lowe's Companies, Inc.

San Antonio, TX — 2023-Present

Accomplishments and Responsibilities
- Execute SOPs as documented, identify and report inaccuracies with SOPs. Collaborate with engineering staff to propose corrections to SOPs as needed.
- Plan, execute, document, and validate network cabling and rack and stack in datacenter.
- Provide training and technical guidance to 24x7 Technology Operations Analysts.
- Participate in weekly leadership goals and planning meetings.
- Provide documentation and clarification on work performed each day for oncoming shifts.
- Documentation and automation of processes to help streamline processes and provide consistency.
- Assist and provide guidance to 24x7 staff for break fix incidents in datacenter.
- Perform weekly datacenter walks to call out facility issues. Document and report as needed.

Systems Engineer (Remote) - Contractor, Panasonic Energy of North America

Sparks, NV — 2023-Present

Accomplishments and Responsibilities
- Deploy Windows and Linux VMs from VMware virtual infrastructure.
- Troubleshoot applications and provide support to help desk staff.
- Documentation and automation of processes to help streamline processes and provide consistency.
- Windows and Linux server patching standardization.
- Maintain DFS environment and document processes for technical staff.
- Manage Horizon VDI and Published Apps solution. Train staff and document Horizon processes.
- Maintain and document Kemp Load Balancer processes.
- Assisted with Jira and Confluence upgrades and Active Directory integrations.
- Provide input and training for ManageEngine suite of products.

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Lead Technology Operations Analyst / Systems Engineer

System Administrator, Panasonic Energy of North America

Sparks, NV — 2021-2023

Accomplishments and Responsibilities

- Installed, upgraded, and maintained Windows and Linux servers in datacenter.
- Monitor server related tickets and various other tickets as assigned.
- Deploy Windows and Linux VMs from VMware virtual infrastructure.
- Troubleshoot applications and provide support to end users.
- Documentation and automation of processes to help streamline processes and provide consistency.
- Created several Powershell scripts to automate reporting and create manual API integrations.
- Windows and Linux server patching standardization.
- Deployed DFS to environment, consolidated file servers.
- Deployed Active Directory and File Auditing tool.
- Deployed Horizon VDI and Published Apps solution.
- Deployed Kemp Load Balancer for Horizon and other use cases.
- Assisted with Jira and Confluence upgrades and Active Directory integrations.
- Upgraded and maintained ManageEngine suite of products.

System Administrator, Tucson Electric Power/TEKsystems

Tucson, AZ — 2019-2021

Accomplishments and Responsibilities

- Installed, upgraded and maintained Windows and Linux servers in datacenter.
- Monitor server related tickets and various other tickets as assigned.
- Deploy Windows and Linux VMs from VMware virtual infrastructure.
- Troubleshoot applications and provide support to end users.
- Documentation and automation of processes to help streamline processes and provide consistency.
- Created Powershell GUI to streamline user decoms and documentation to support this tool.
- Assisted with identifying server owners and responders for Orion monitoring standardization.
- Assisted with testing changes to ServiceNow CHG request forms.
- Attended GPO training as a refresher leading up to AGPM deployment for TEP.
- Provided assistance with troubleshooting Horizon VDI and App Publishing services.
- Tested and helped identify issues with VMware vRA automations.
- Became involved in supporting Tufin automation system and implemented firewall policies using their tool.
- Provided support and input for on-prem to cloud Exchange migrations.

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Randall Fetterman
Lead Technology Operations Analyst / Systems Engineer

System Administrator, City of Tucson
Tucson, AZ — 2016-2019

Accomplishments and Responsibilities
- Installed, upgraded and maintained Windows and Linux servers in datacenter.
- Monitor server related tickets and various other tickets as assigned.
- Deploy Windows and Linux VMs from VMware virtual infrastructure.
- Deploy and maintain follow me print solutions using PaperCut.
- Deploy and maintain open-source server monitoring solution Nagios Core.
- Deploy and maintain AV solution Cylance Protect.
- Deploy and maintain IIS, DFS, AD CS, DNS, DHCP, Group Policy and various other Windows Server solutions.
- Assist with desktop deployment and Windows update schedules as needed.
- VMware vSphere, Windows Server and Linux training attended during employment with City.
- Assist with server and file level backups and restores as needed.
- Maintain server and virtual inventory using open source software RackTables.
- Troubleshoot applications and provide support to end users.
- Documentation and automation of processes to help streamline processes and provide consistency.
- Extensive scripting knowledge including PowerShell, VB, bash and other scripting languages.
- Created various PowerShell "User Tools" to help with user creation, deletion, modification and verification.
- Assisted with server upgrade and deployment projects while working directly with other department resources.
- Assisted with City email system upgrades and deployments.
- Assisting with share migration from Windows File Server to Dell EMC Isilon NAS solution.
- Continuous training of service desk personnel on use of Active Directory tools.
- Assisting with TPD CAD upgrade project.
- Assisting with VDI upgrades, troubleshooting and deployments as needed.
- Assisting with migration from HP 3Par system to HP Nimble.

Network Administrator, FLSmidth Krebs Inc.
Tucson, AZ — 2013-2016

Accomplishments and Responsibilities
- Install hardware and peripheral components such as monitors, keyboards, printers, etc. on user's premises.
- Maintain company PC inventory database, verifying hardware and software installed on each user's computer.
- Maintain corporate network documentation by periodically reviewing physical network environment.
- Configure new PC's for users as well as instruct users on the use of any associated hardware, software, etc.
- Coordinate activities with help desk, network services or other information services groups.
- Use of BMC Remedy IT Service Management software for documentation and tracking of any associated IT tickets.
- Use of OS/software deployment management software. Remote management of PCs locally and abroad.

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Randall Fetterman

Lead Technology Operations Analyst / Systems Engineer

Network Administrator, FLSmidth Krebs Inc. - Continued

Tucson, AZ — 2013-2016

- Certifications include: CompTIA A+, Dell Online Self Dispatch Laptop and Desktop certifications.
- vSphere Install, Configure, Manage v5.5
- Install, upgrade and maintain servers, switches and all other hardware/cabling in server room.
- Monitor backup system in Tucson office as well as abroad in international offices.
- EMC VNXe SAN/NAS setup/maintenance including data migration.

Production Team Member, FLSmidth Krebs Inc.

Tucson, AZ — 2012-2013

Accomplishments and Responsibilities

- Assembly of pumps and hydrocyclones for the mining industry.
- Daily usage of multiple hand tools including, but not limited to calipers (metric and SAE), hammers, handheld drills, files, feeler gauges (metric and SAE), etc.
- Trained and certified to operate various forklifts and overhead cranes.
- Trained and certified for propane refill station.

CSD/Tabber Stringer Operator, Global Solar Energy, Inc.

Tucson, AZ — 2010-2012

Accomplishments and Responsibilities

- Work directly with engineering to provide top quality materials associated with Photovoltaic product manufacturing.
- Monitor, troubleshoot and resolve issues with automated machine processes including but not limited to robotic arms used during the assembly process.
- Mixing, monitoring and general daily handling of chemicals used in photovoltaic manufacturing. Chemicals handled include: HCL, H_2SO_4, $CdSO_4$, Thiourea ACS reagent and NH_4OH.
- Enter run information into production management software, recording incidents with machines and completing multiple preventative maintenance tasks throughout the day and week.

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Lead Technology Operations Analyst / Systems Engineer

Assembler/Tester, CSI – Penn Arms Inc.

Punxsutawney, PA — 2007-2010

Accomplishments and Responsibilities

- Assembly of multiple types of less-lethal launchers used by law enforcement and military personnel around the world.
- Testing of less-lethal launchers launchers at our company range and in the field using various types of rounds in a controlled environment.
- Contributed to the development of engraved designs used on every launcher produced using a simple CAD based engraving system.
- Daily usage of multiple hand tools including, but not limited to calipers (metric and SAE), hammers, handheld drills, files, feeler gauges (metric and SAE), etc.
- Daily usage of machines including, but not limited to lathes, mills, drill presses, turret lathes, etc.

EDUCATION

Pima Community College

Tucson, AZ — 2010-2013
Mechanical Engineering Major **and** Mechanical CAD Minor

Punxsutawney Area High School

Punxsutawney, PA — 2001-2004
Academic Curriculum

REFERENCES

Available upon request.

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