

Charles Scott Marshall

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Objective

I seek to use my experience as a technologist, as well as my problem solving abilities, and interpersonal skills to provide a stable, secure, and profitable infrastructure, to help your company to realize to its full potential.

Qualifications

Platforms: System V Based, and BSD UNIX / Linux Based Distributions, Apple Macintosh OSX, Microsoft Windows 95/98/NT/2000/XP

Languages: Shell scripting, Perl, and Various Compiled and Interpreted Languages

Specialties: Complex Systems Analysis and Administration, Distributed Application Architecture Design / Implementation / Operation / Troubleshooting, Hardware/Software Installation, Risk analysis, Implementation Planning, Technical Training and Communication

Applications: Various Linux and UNIX utilities, various open and close source technologies, as well as standard Internet services

Work Experience

Systems Engineer, S3 Operations – Amazon Web Services (Seattle, WA – March 2010 – Present)

- Working with a team of Developers and System Engineers to manage an ever growing web services platform
- Performing regular administration tasks across the server fleet, as well as building automations for common tasks
- Working as part of a 24/7 on-call rotation for support of the platform

Lead Systems Engineer, Sears Holdings Corp., E-commerce IT Engineering (Chicago, IL – February 2009 – March 2010)

- Member of Team tasked with in-sourcing current hardware infrastructure, website hosting, and infrastructure operations for Sears Holdings e-commerce sites, (www.sears.com, www.kmart.com, etc)
- Designed multiple areas of infrastructure, focusing on Monitoring, Email, and other systems
- Facilitated technical changes in current outsourced managed environment
- Worked with internal teams to create standards for hardware and software infrastructure

Sr. Systems Engineer, Information Resources Inc., ILD Platform Engineering, (Chicago, IL – July 2007 – February 2009)

- Worked intimately as part of a team of close knit group of System Engineers building a new multimillion dollar hardware infrastructure and support systems for new initiatives
- Assisted in the migration and standardization of past technical systems onto new platform
- Built open source based monitoring, trending, and alerting platform
- Architected processes and automations to assist in day to day troubleshooting

Team Lead/Technical Lead II, Orbitz.com, Service Operations Support, (Chicago, IL – May 2005 – July 2007)

- Led and was part of a team of system administrators to coordinate support of internal and external customer and business websites, examples include Orbitz.com, Cheaptickets.com, Away.com, AA.com, NWA.com
- Worked with engineering, development, and business teams on several projects including architecting a new mail infrastructure, datacenter and platform migrations, as well as countless software and hardware migrations and upgrades.
- Served in 24/7/365 support role as On Call Operations Manager, as well as Senior Platform generalist
- Performed liaison role between business and technical support teams, as well as assisting in planning and risk avoidance
- Evaluated and assisted teams in designing and standardizing processes for operations support staff
- Created repeatable processes to be used for site monitoring and administration

Senior UNIX System Administrator, Orbitz.com, Network Operations Center (Chicago, IL – October 2004 – May 2005)

- Performed role Shift Lead on Duty, leading teams to resolving site issues, maintenance, and day to day support
- Carry out all previous duties performed as "UNIX Systems Administrator"

UNIX System Administrator, Orbitz.com, Network Operations Center (Chicago, IL – October 2002 – October 2004)

- Starting as an Intern, Actively Problem solved various site issues, while taking into consideration various technical and business considerations.
- Developed scripts and procedures to ease day-to-day administration drudgery
- Worked to resolve issues with internal and external groups to facilitate Orbitz.com operations

Education

DePaul University, Chicago, Illinois, June 2003

Bachelor of Science in Computer Science, Concentration in Telecommunications

GPA: 3.5/4.0 in Major Field Courses

3.25/4.0 Overall

Activities

Volunteering

- Volunteer – Pets Are Worth Saving (PAWS) Animal Shelter, Chicago, Illinois
- Volunteer – Court Appointed Special Advocates of Cook County
- Member – St. Marks Episcopal Church, Evanston, Illinois

References Available Upon Request