PATRICK WARREN

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OBJECTIVE

Quick learner, eager to further my technical knowledge and skills to assist the business needs of the company.

EDUCATION

Expected Graduation: May 2018. Bachelor of Science in Business Administration. Major: Computer Information Systems. Concentration: Web Development. College of Business. University of Louisville, Louisville, KY

Graduated 2012. Associate of Science Degree in Computer Engineering Technology. Cape Fear Community College, Wilmington, NC

WORK EXPERIENCE

Kindred Healthcare - Louisville, KY

Systems Programmer – Jan 2018 – Present
- Add Encrypted File Systems (EFS) to 70 IBM AIX machines
- Initiate, review, update, and respond to 10 to 20 weekly trouble tickets regarding Linux/AIX systems
- Manage and administer AIX and UNIX operating systems running on multiple domains.
- Administer updates, patches, and errata to Red Hat Virtual Machines using Red Hat Satellite.

Mid-Range & Disaster Recovery – Intern - May 2016 – Dec 2017
- Perform concurrent and nonconcurrent OS and firmware updates to 70 AIX systems in the field
- Instrumented the migration from one disaster recovery system (LDRPS) to another (SungardAS AssuranceCM)
- Refined and improved the process of documenting the recovery of all software applications
- Manage and train users on the use of our disaster recovery emergency notification system, AssuranceNM
- Mitigated loss of $20k by upgrading 100 EMR servers running on AIX to a newer version, including hardware and software migrations
- Initiate, review, update, and respond to 10 to 20 weekly trouble tickets regarding Linux/AIX systems

Implementation Systems – Intern - June 2014 – May 2016
- Cut costs $40k by streamlining timesheet approval process by converting from paper to digital
- Maintain day to day logistics including timesheets, invoices, and data entry via Access
- Configured PC's at different Hospital/Nursing divisions
- Developed and maintained SharePoint website for the department
- Work closely with vendors to ensure contractor timesheets were submitted correctly

Best Buy, Geek Squad - Wilmington, NC

Operations Agent - Sept 2013 – May 2014
- Communicated advanced repair options for clients via phone support
- Performed shipping and receiving of client and store product
- Certified open box product as fully functional and unblemished
- Consulted an array of clients to best meet their expectation of a complete repair

Consultation Agent - Aug 2012 – Sept 2013
- Dealt directly with customers providing technical services of PC/Mac repairs
- Provided in-store diagnostic and repair for software and hardware issues
- Full time leadership role personally committed to the integrity of the client's device
- Exercised patience and understanding when faced with escalated issues
- Cooperated as a team with fellow agents to complete daily tasks

SKILLS

Languages:	Java, JavaScript, HTML, CSS, C#, .NET, Korn Shell Scripting, BASH Scripting
Applications:	Multisim, VMWare, VMWare VSphere, RedHat Satellite, Visual Studio 2015 & 2017, Git, Github, AssuranceCM, Assurance NM, IBM Hardware Management Console, Microsoft Project, Sharepoint, Microsoft Office
Databases:	MS SQL Server Management Studio, Oracle, Microsoft Access
Operating Systems:	Windows 10/8.1/ 8/7/Vista/XP, Linux, OSX, AIX, UNIX
Technical Writing:	Use Cases, Class Diagrams, Data Definitions, Process Models, Agile Stories, Architecture Considerations, System Requirements

REFERENCES
Available upon request.