

William Caldwell Butler

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PROFESSIONAL WORK HISTORY

Application Support Engineer - Apr 2022 - Present

IT System Administrator I Team Lead - Mar 2021 - Apr 2022

Application/System Administrator Team Lead - Dec 2012 - Marc 2021

Electronics Specialist - Aug 2021 - Nov 2012

Current team lead of the Applications team, former lead of IT-Ops team in managerial role
On PCI Leadership, Campus IT Directors, and Information Security Advisory Group committees
SME of custom reporting for the department, set up Jasper Reports and wrote the SQL back-end
Administrator of ESXi cluster, Docker, and Kubernetes infrastructure
Administrator of Veeam, Nimble, Qumulo, and Puppet
Administrator of our OU in Active Directory
Genetec system set up soup to nuts, integration, and administration
Set up Nagios server for daily monitoring of over a three thousand endpoints
Deep knowledge of Axis IP based cameras and Axis Device Management software
Set up and administration of multiple production CCURE 9000 systems
Building and deploying enterprise level servers
Remote site VPN hardware deployment
Intercom system deployment and SME of back-end
Maintainer of our WordPress instance

IT Analyst – North Carolina Department of Transportation – March 2008 – June 2011

Helped implement and administer Remedy for entire organization
Played a pivotal role on the Remedy data gathering team through data cleansing, training, and administration
Served as Heat, AD, LDAP, SAP, mainframe, and NCID administrator
Crafted Crystal Reports from scratch for both Heat and Remedy
Worked directly with end users to troubleshoot problems
Sent out important distributions to entire organization
Helped with Exchange rollover from Netscape mail for entire organization
Pulled data out of Oracle database through SQL*Plus

Electronics Technician - AE Computer Solutions – January 2006 – March 2008

Repaired computer hardware including all internal replacements
Repaired laptops including LCD screen and motherboard replacement
Repaired printers including maintenance kits and internal components
Repaired McKesson Acudose hospital equipment
Acquired TAT certification to become a Toshiba Certified Technician

System Administrator/Programmer - Raleigh Convention Center – June 2005 – October 2005

Worked directly with users to provide support for daily problems
Provided upkeep on the network and servers
Ran cabling and worked on data and voice patching
Managed daily and weekly backups
Set up applications to work through firewall on the stub network
Mapped the network on CAD

COMPUTER PROFICIENCY

Hardware

PC and laptop internal components, printer internals, routers, switches

Languages

Java, Perl, C/C++, Fortran, Visual Basic, TSQL

Networking

Programmed routers, ran wires between workstations, fixed RJ-45 connectors to CAT-5 twisted pair wire, did phone punch down, and worked with diagramming and architecture design

Operating Systems

Windows Server, Ubuntu Server

Software

Genetec, CCure, Nagios, MS Office Suite, MS Visual Basic, Nmap, Wireshark, WSUS, Visio, RemoteApp, Citrix, BMC Remedy, Crystal Reports, VMWare ESXi, Proxmox, AD/Group Policy, SCCM, Active Directory, SQL Server, Splunk, Tripwire, FortiADC

Web Design

Worked with various websites; helped with private school web page, designed pages for music related sites, performed upkeep on sites (raleighconvention.com and broadwayseriessouth.com), helped bands create sites and public image, designed page and PHP webstore for my own business using Zencart and WordPress

TECHNICAL HOBBIES

Arch Linux Tier 2 Mirror Administrator - since 2022
Citizen Weather Observer Program Member - since 2018
GMC Map Member – since 2017

CERTIFICATIONS

Sololearn - SQL - May 2022
Sololearn - Web Development - May 2022
The Linux Foundation - OpenJS Foundation: JavaScriptLandia - Apr 2022
TIBCO - TAF Hackathon Analyst Expert - May 2021
Arduino - Fundamentals - Sep 2020
Fortinet - NSE 1 Network Security Associate - May 2020
Fortinet - NSE 2 Network Security Associate - May 2020
Tyco - C*CURE 9000 System Installer/Maintainer - Jun 2019
Genetec - Security Center - Omnicast Advanced Configuration - Oct 2019
Genetec - Security Center - Synergis Technical Certification - Oct 2019
Genetec - Security Center - Enterprise Technical Certification - Mar 2019
Genetec - Security Center - Omnicast Technical Certification - Mar 2019
Global Knowledge - Managing Windows Environments with Group Policy (M50255) - Aug 2018
Splunk - Certified User 6.x- Aug 2018
Axis Communications - Axis Certified Professional - Mar 2017
Tyco - C*CURE 9000 Enterprise Architecture - May 2016
Tyco - C*CURE 9000 for System Managers - Jul 2014
Toshiba - Toshiba Associate Technician - Mar 2006

EDUCATION

Bachelor of Science in Business Management May 2005
Concentration: Information Technology
North Carolina State University, Raleigh
Business Data Systems
Database Design
Independent Studies in Computer Science
Information Technology Capstone
Internet and System Software
Perl String Processing
Programming in C++
Programming in Fortran
Programming in Java
Programming in Visual Basic

ENDORSEMENTS

“Will is a great learner and understands the importance of supporting the system users in a productive way by listening carefully and then making their experience with the systems they must use manageable for their needs. He is reliable, considerate, and his integrity make him a valuable member of any team. His demeanor encourages others to “step up”, bringing out the best in team members and others he works with. Will really enjoys his craft and takes great pride in his mastery; these qualities will enable him to contribute at a high level throughout his career in IT.”
Timothy Wright, previous boss, Letter of Endorsement 9/25/2020

“Will is a very analytical thinker. His approach to problem solving and willingness to collaborate were invaluable to me when I took on managing the department. Will is always prepared to take on new challenges, even when they are in new areas or working with technology he doesn't have a lot of experience with. I'd be excited to work with Will again in the future.”
Shawn Taylor, previous boss, LinkedIn 11/14/2020

ADDITIONAL INFORMATION

<https://www.linkedin.com/in/wcbutler/>
<https://github.com/wcbutler>
<https://archlinux.org/mirrors/wcbmedia.io/>