

# William Caldwell Butler

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## COMPUTER PROFICIENCY

<b>Hardware</b>	PC and laptop internal components, printer internals, routers, switches
<b>Languages</b>	Java, Perl, C/C++, Fortran, Visual Basic, TSQL
<b>Networking</b>	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
<b>Operating Systems</b>	Windows Server, Ubuntu Server
<b>Software</b>	Genetec, DVTEL, 2N, CCure, Commend, Nagios, MS Office Suite, MS Visual Basic, Nmap, Ethereal/Wireshark, WSUS, MS Visio, ConcentRICs, Citrix, Heat, BMC Remedy, Crystal Reports, Github Desktop, VMWare ESXi, Proxmox, AD/Group Policy, SCCM, Active Directory, SQL Server, Splunk, Tripwire, FortiADC
<b>Web Design</b>	Worked with various websites; helped with private school web page, designed pages for music related sites, performed upkeep on sites ( <a href="http://raleighconvention.com">raleighconvention.com</a> and <a href="http://broadwayseriessouth.com">broadwayseriessouth.com</a> ), helped bands create sites and public image, designed page and PHP webstore for my own business using Zencart and WordPress

## 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 IT-Ops group
- 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 infrastructure, use of Veeam, Nimble, Qumulo, and Puppet/Foreman
- Administrator of our OU in Active Directory
- Genetec and DVTEL system set up, 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 Carlina 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

## **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

## **PROFESSIONAL MEMBERSHIP**

ASIS International

## **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