Allan Carhart

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| **Experience** |
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| 09/10 - ongoing  | Service Engineer II  - Outlook.com**Microsoft Corporation, Mountain View**, California |
|   | Software | Windows 2003/2008/2012, SQL Server 2000/2008/2012, ADS |
|   | Language | PowerShell, C#, VBA, VBScript, HTML, SQL, Scope |
|   |          | Participated in a 24x7x365 on-call rotation requiring incident management in crisis situations.       Troubleshot network related issues       Performed recovery steps to recover from database corruption       Handled dual-failure scenarios in which both sides of a redundant server pair had hardware failures. |
|   |          | Primary point of contact for automation written by Backend SE team       Supported tools written in VBScript and PowerShell       Reviewed, troubleshot, maintained tools written by former employees who were no longer with Microsoft  |
|   |          | Mentor to teammates       Acted as Intern Mentor during summer 2013, providing guidance to our team’s intern.       Sought opportunities to guide and cross-train less experienced coworkers |
|   |          | Helped to drive Outlook.com’s early adoption of Microsoft’s big data solution for log storage and analysis (Cosmos)       First in the Backend SE team to learn the Cosmos system       Created reports to identify actions taken by our automation system       Provided reports for marketing, Dev, and PM teams to help understand Outlook.com user behavior       Ran training sessions to help others in the SE organization learn the Cosmos system |
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| 01/05 - 9/10 | Service Engineer - Hotmail Frontend**Microsoft Corporation, Mountain View**, California |
|   | Software | Windows 2003 server, Solaris 2.6, rdist 6, IIS 6.0, ADS |
|   | Language | PowerShell, CMD, C#, Perl, Jscript, VBScript, HTML |
|   |          | (2009)  Collaborated with Automation Dev team to integrate Hotmail’s deployment automation into a larger service automation system  |
|   |          | (2008) Streamlined Hotmail Frontend’s deployment and patching       Created a GUI which unified Hotmail Frontend’s automation tools in a single interface       Allowed Frontend deployments and patching to be executed with very little effort |
|   |          | (2008) Reduced labor and hardware requirements for Frontend deployments       Eliminated the need to Out-Of-Service (OOS) half of our machines during deployments.       Implemented a method for rolling a deployment across a server farm with minimal attended time |
|   |          | (2007) Optimized Hotmail Frontend’s monthly security patching       Built on 2006 work automating load balancer actions       Turned a manual 2-week process into an automated 2-3 day rolling reboot        Reduced attended time to almost zero |
|   |          | (2007) Optimized Hotmail’s bare-metal build process       Eliminated dependency on Unix, RSH, and rdist for stateless server builds.       Wrote “distfile” interpreter which bridged the gap from Hotmail’s rdist-based method to a newer approach without re-architecting the entire server build process |
|   |          | (2006) Developed cutting edge automation for Hotmail Frontend      Wrote a tool which automated bringing servers in and out of production end-to-end without manual intervention      Tool included automatic determination of load balancer name, and automatic retries upon failure |
|   |          | (2005) Justified, Planned, Executed a project to remove redundant hard drives from 400+ stateless servers.  Saved the company approx. $40K |
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| 012/97 - 01/05 | Unix Systems Administrator |
|   | Software | Solaris 2.6 - 2.9, RedHat Linux, Veritas NetBackup 3.4, Veritas Volume Manager |
|   | Language | Perl, BASH, HTML, JavaScript |
|  | Hardware | Intel-based PCs, Cisco 2600 Router, PIX Firewall |
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|   | 01/04 - 01/05 | **NexTag Inc., San Mateo**, California |
|  | 04/03 - 01/04  | **Oracle Corporation,** Redwood Shores, California |
|  | 11/01 - 04/03 | **Silicon Light Machines**, Sunnyvale, California |
|  | 04/01 - 10/01 | **Napster Inc.**, Redwood City, California |
|  | 07/00 - 04/01 | **Gigabeat Inc.**, Palo Alto, California |
|  | 12/97 - 04/99 | **Netscape Communications**, Mountain View, California |
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| **Education** |   |
| 9/92-12/97 | Bachelor’s degree, Computer Science **University of California, San Diego** |
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