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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