

# Allan Carhart

<http://carhart.com/allan>

Please contact me: <http://carhart.com/allan/contact.html>

## Experience

9/10 -  
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.
  - Troubleshoot 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, troubleshoot, 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

1/05 - 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

12/97 - 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

1/04 - 1/05 **NexTag Inc., San Mateo**, California  
4/03 - 1/04 **Oracle Corporation**, Redwood Shores, California  
11/01 - 4/03 **Silicon Light Machines**, Sunnyvale, California  
4/01 - 10/01 **Napster Inc.**, Redwood City, California  
7/00 - 4/01 **Gigabeat Inc.**, Palo Alto, California  
12/97 - 4/99 **Netscape Communications**, Mountain View, California

## Education

9/92-12/97 Bachelor's degree, Computer Science  
**University of California, San Diego**