

Warren Myers

4501 F Emerald Forest Dr
Durham NC 27713
518.588.0339
warren@warrenmyers.com

Employment Interests

Consulting/Integration Engineer
Senior Support Engineer
Support Manager

Education

9/2003-12/2006 Elon University, Elon NC
▪ Bachelor of Arts in Computer Information Systems, Computer Science minor
9/1999-5/2001 Hudson Valley Community College, Troy NY
▪ Associates of Applied Science in Computer Information Systems

Work Experience

Hewlett-Packard

Technical Consultant 3/2008-Present

- Provide on-site expertise for customers installing, upgrading, and customizing HP's enterprise data center automation tool suite, HPSA

Opsware / Hewlett-Packard

Customer Support Engineer / Technical Solutions Consultant 1/2007-3/2008

- Provide in-depth, advanced phone and e-mail technical support for HP/Opsware's enterprise management tool, Server Automation System
- Maintain current overview of all open customer issues to track "common" problems, and keep related support cases together
- Collate support case information into internal and external knowledge base articles

Shodor Education Foundation, Durham NC

Systems Administration Intern 6/2006-1/2007

- Created customized live Linux CD for offsite workshops
- Assisted and taught workshops in math and science

Elon University, Elon NC

Assistant System Administrator 1/2005-12/2006

- User account creation/maintenance
- General system maintenance & data backup
- Researched new anti-spam solution fall '06 saving the school ~\$25k in the first year, and ~\$60k over the next 4

Sigma Xi, Research Triangle Park NC

Telecommunications and Information Services Intern 6/2005-5/2006

- Wrote utility scripts to update website to incorporate direct access to our database and provide better security for members

Programs Intern 10/2004-5/2005

- Managed volunteer database; worked on computational science education website; assisted Sally Ride TOYchallenge eastern finals; worked with UNSEG project on climate change

Shodor Education Foundation, Durham NC

Research Apprentice 10/2003-9/2004

- Developed computational science curriculum materials
 - Created and maintained webpages using HTML and CSS
 - Maintained, updated, and wrote educational applets in Java
 - Built utility scripts in PHP
- Taught student workshops in math and science

Elon University, Elon NC

PC Support Technician 11/2003-5/2004

- Cleared student & staff PCs of viruses, spyware, trojans; hardware and software upgrades

Hert Rent-A-Car, Latham NY

Vehicle Service Attendant 9/2000-5/2003

Intermagnetics General Corporation, Latham NY

High Temperature Superconductor Temporary Intern 7/1998-4/1999

- Assembled custom parts according to strict engineering drawings
- Developed quality analysis tests for manufacturing processes
- Enhanced Data Acquisition methods, improving data collection and reporting
- CERN HTS-LTS download project
- General Atomics & Los Alamos National Labs HTS Fault Current Limiter project

Technical Skills/Experience

Linux:

- Intermediate to Advanced administration of Ubuntu and Redhat/CentOS

Mac OS X:

- Intermediate to Advanced

Windows:

- Intermediate administration: Server 2003 and Active Directory
- Advanced usage and administration: XP Pro & 2000

Languages:

- Intermediate to Advanced: C/C++
- Beginner to Intermediate: Python, bash, SQL, Perl, PHP

Web technologies:

- Intermediate to Advanced: XHTML, CSS

Databases:

- Intermediate: MySQL