MARK HIGUERA

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CUSTOMER-FOCUSED TECHNICAL SOLUTION PROVIDER
- Empathetic and articulate engineer who strives to understand customer concerns and marshals appropriate collaborators to address customer problems.
- Talented systems administrator with scripting skills, who demonstrates strong customer orientation, and a focus on providing customized solutions.
- Collaborates to gain process understanding, leverage others' expertise, and build consensus.
- Strives for continuous improvement, learning, and personal development.

EXPERIENCE

VMWARE, San Francisco, CA
Sr. Technical Support Engineer   January 2020-Present
PIVOTAL, San Francisco, CA
Sr. Customer Engineer   September 2017-December 2019
- Troubleshoot technical problems, answer questions and solve problems for customers about Pivotal Cloud Foundry, as well as other components of the Kubernetes-based Tanzu platform. Our platform empowers customers to employ agile methodologies for software development and supports continuous integration and continuous deployment (CI/CD) of that software as production services.
- Escalated bug reports and feature requests to development teams. Created stories in Pivotal Tracker and Jira. Wrote, edited and reviewed knowledge base articles for both internal and external customers, using Salesforce Service Cloud.
- Collaborated with Security Triage team to respond to questions and concerns about vulnerabilities and exploits which may compromise VMware Tanzu products and their open source dependencies.
- Organized group activities for CE's to prepare for CKA certification and to promote social interaction during the remote work called for during COVID-19 lockdowns.
- Mentored junior engineers hired into our group, including Lyn Hines and Sreekanth Daripally.
- Promoted Knowledge Center Support by participating in KCS Council.

AUTODESK, San Francisco, CA
Production Support Analyst   February 2016-March 2017
Provide troubleshooting of web applications running primarily on AWS cloud infrastructure.
- Analyze complex transactions involving synchronization between SAP, Siebel, Tibco, Salesforce.com, Heroku, Apigee, and homegrown web applications.
- Utilize splunk, SOAPui, and database queries to look at transactions, payloads and errors to pinpoint source of performance problems identified by alarms from CloudWatch, Dynatrace, and splunk.
- Interface with development teams to investigate bugs and raise change requests to address customer-impacting defects.
- Review user stories, defect fixes and code deployments for development teams. Provide sign-off from production support perspective for monitoring, logging, security, and documentation and error handling.
- Implemented new apache proxy on AWS to replace a Data Power interface which could not be migrated to Apigee, our standard API proxy platform. Utilized elastic load balancer (ELB) and auto-scaling group (ASG) to provide high availability, increasing fault-tolerance. Reduced cost of licensing by using open source solution.

GENENTECH, Redwood City, CA
System Administrator   April 2013-January 2016
Manage infrastructure for select internal customer groups supported by Systems Operations.
- Supported migration of corporate intranet site from Solaris platform to LAMP (Linux-Apache-MySQL-PHP) platform, as well as upgrade of WordPress and Moveable Type environments. Engaged with stakeholders including content management groups, administrators, and content generators to ensure smooth

functioning of webservers, legacy web applications, and content management systems.
- Implemented buildout and optimization of LAMP infrastructure (Linux virtual machines) for upgrade of JAMF software system (enterprise management system for Apple Macintosh computers). Worked with engineers and application administrators to properly size database server to meet peak load demands.
- Deployed Linux and Windows (2008 R2, 2012) servers on VMware ESX from ISO's and from templates, and physical servers using kickstart. Provisioned storage on Isilon and NetApp NAS devices, managed with LVM.
- Managed servers supporting applications such as JBoss, weblogic, nginx, git, gitlab, subversion, and RCS, and scientific applications such as R and R Studio.
- Utilized puppet for configuration management on Linux clients.
- Supported applications on Windows and Linux servers, including Weblogic, JBoss, SVN, git, Apache, Tomcat, MySQL, and Casper / JAMF.
- Provided support for Active Directory shares, for PERL-based applications, and for JSP / MySQL / javascript / Sendmail based applications.

Operations Specialist   November 2003-March 2013
Manage Incident Management process, support operations tasks, and providing customer support for enterprise applications in 24x7 production environment
- Developed web dashboard for managing Remedy queues according to SLA timers. Sought input from various groups within Informatics to understand how to make it more useful and efficient for them.
- Maintained and enhanced HD-Alert / Triage tool and database, used by ExO to communicate more efficiently and accurately during outages, resolving outages more quickly. Our HD-Alert database has become a system of record for application and service availability statistics.
- Created Legato Client Backup Tracker, a dashboard for managing and tracking backup failures. Dramatically increased success rate for backups and reduced time spent on resolving problems.
- Collaborated with web developer to publish PERL-based LDAP Email Queries page intranet.
- Monitored security events using Arcsight, assisted in establishing incident response procedures as part of a project to establish a Security Operations Center (March-May, 2012).
- Co-wrote http://adweb.gene.com, a tool to automatically lookup Active Directory approvers and compose authorization emails for share access requests.
- Provided support for ClearCase, ClearQuest, iRise, Mercury Quality Center, Reflection X (25% time May-August, 2007; projected 50% time May-August, 2012).

ADDITIONAL EXPERIENCE

CORIO INC., San Carlos, CA   February 2001-May 2003
Sr. UNIX Administrator
TOTALITY CORP., San Francisco, CA   April 2000-January 2001
Performance & Capacity Analyst
ORACLE CORP., Redwood City, CA   June 1996-April 2000
Sr. UNIX System Administrator, Applications Engineer
COURSEWORK
June 2017   Security Fundamentals Boot Camp (SEC401), SANS Institute, SF, CA
Spring 2015   Ruby and Ruby on Rails, UCSC Extension
Winter 2014   Puppet Fundamentals, Puppet Labs
Spring 2014   Linux System Performance Tuning, UCSC Extension
Summer 2013   VMware: Install, Configure, Manage ESXi 5.1
Spring 2013   Python for Programmers, UCSC Extension
Spring 2013   Linux System & Network Administration, UCSC Extension
Spring, 2011   JQuery, Marakana Training, San Francisco, CA

UNIVERSITY OF CALIFORNIA, DAVIS
BA, Russian Language