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Summary

Seasoned systems engineer and customer success professional with twelve years of experience. Specialty in server infrastructure and monitoring. Eagle Scout, team leader, and dependable.

Relevant Experience

Netuitive (Full-stack Infrastructure Monitoring) 2015 - 2017

Senior Platform Support Engineer & Technical Account Manager

- 100% customer satisfaction survey results across all tickets for nearly two years.
- Customer support for enterprise and SaaS products, requiring in-depth knowledge of both on-premise infrastructure and Amazon AWS. For enterprise, in-depth code-level Java troubleshooting. For SaaS, a Docker cluster comprised of Cassandra, Postgres, ElasticSearch, Kibana, RabbitMQ, Python, Github, Stash, and other technologies.
- Served as a Technical Account Manager for prospect customers, providing demonstrations, customized benefit reports, technical assistance, and sales support.
- Created self-service content and migrated ticketing systems to Zendesk.
- Integrated systems across Slack, OpsGenie, JIRA, Salesforce, and Confluence.
- Trained all incoming sales employees in a two week crash course on AWS and general IT.

MicroStrategy, Inc. (Business Intelligence) 2011 - 2015

Premium Support Lead / Senior Premium Support Engineer

- Support Employee of the Quarter Q1 2012, Q3 2012.
- MicroStrategy Certified Engineer - diagnosed product defects, workarounds, and solutions
- Focus on server operations and infrastructure, in-memory data cubes.
- Served as lead engineer for many high-profile customer escalations and as strategic advisor for platform expansion and customer success.
- Created JSON (REST) framework for mobile transaction for case submission/management.

Virginia Tech - University Computing Support, 4HELP 2008 - 2010

Technical Consultant / Get Connected Program Leader

- Troubleshoot end-user OS and application issues using BMC Remedy.
- Led special summer programs to on-board freshmen into dormitory networks and software.

Education

Virginia Polytechnic Institute and State University Fall 2010

Bachelor of Arts in History, Phi Alpha Theta, Dean's List, Phoenix Award

Honors and Recognitions

- Phi Theta Kappa International Honors Society, Phi Alpha Theta History Honors Fraternity. Lord Fairfax Forensics Team. Virginia Tech Dean's List for Fall 2008, Spring 2010, and Fall 2010.
- Eagle Scout (2001). Order of the Arrow. Golden Falcon certified. 7,000 hours of military community service. Letter of Commendation (Citation) from Lt. Commander R.E. Maguire (USN), Commanding Officer of 18th US Army Security Agency Field Station, Germany.