916.832.3041   duncan@duncanharris.com   duncanharris.com

Duncan Harris

Enterprise Support engineer working with critical infrastructure at Pure Storage, Infoblox, MobileIron and Apple. Numerous Fortune 500 customers. Consistently exceptional customer satisfaction metrics. Troubleshot and diagnosed complex problems and interfaced with Engineering to provide timely solutions. Designed, built and launched processes and tools to streamline support workflows.

Work Experience

Support Engineer
Pure Storage   **2017 ~ Present**

- Worked with PSEs and PoC customers to deploy test features.
- Maintained on-premises installations of pre-release product.
- Lead investigations into multivariate issues, coordinating multiple resources to mitigate root causes.

Support Engineer
Infoblox   **2014 ~ 2017**

- Developed documentation wiki to document and track support tools.
- Worked to improve internal documentation for Infoblox products.
- Work with customers on complex technical issues with DHCP, DNS, and IP address management.

Support Engineer & Force Multiplier
MobileIron   **2012 ~ 2014**

- Developed tools for log analysis and testbed deployment that are being productized.
- Maintained 95% customer satisfaction while answering most tickets within four hours.
- Trained and mentored support engineers.

Apple Technical Support - Enterprise
Apple Inc   **2006 ~ 2012**

- Developed and presented support training on emerging technologies including MDM and Exchange integration.
- Supported Apple's largest customers on clusters, device management and servers.

Apple Technical Support - General
Apple Inc   **2003 ~ 2006**

- Authored utility to build RSS feed of Knowledge Base articles inspiring the official feed.
- Achieved consistently high customer satisfaction scores.

Professional Experience

Customer Service
                                                                                                      Expert ~ 11 years

Best-in-class customer service and communication skills inculcated and developed at Apple.

Scripting
                                                                                                      Expert ~ 11 years

Extensive Bash shell scripting with PHP and Python knowledge. My projects include log analysis, automation, and data parsing.

Troubleshooting
                                                                                                      Expert ~ 11 years

Understand, isolate, and repair complex and multifaceted issues spanning device/server, OS, and applications interactions.

Process & Tool Development
                                                                                                      Advanced ~ 5 years

Optimized workflows by building tools to enable faster response times, better reporting and improve quality.

Other Skills
                                                                                                      Experience Varies

MySQL, PHP, Bash scripting, macOS, iOS, macOS Server, Linux, AppleScript, Apache, iptables, Android, MobileIron VSP, Sentry, NIOS, and Cloud

Certifications & Education

MobileIron University
2013   **MobileIron Advanced Administration**

I assisted in development of and was one of the first to take MobileIron's Advanced Administration course. This covers a wide range of device management tasks.

Personal Development
2007 ~   **Independent education**

As an autodidact I constantly seek out new and better ways to assist myself and others. I'm self-taught on Bash shell scripting and am learning Python.