Mark Patterson

@ resume@mark-ep.com 🔗 https://www.mark-ep.com in linkedin.com/in/mepatte/

Summary

A seasoned and accomplished automation engineer with experience in incident management, technical writing, IT management, training and development, project management, monitoring services, system administration, and infrastructure automation. Displays a demonstrated track record of tackling challenging situations and finding creative solutions through process improvement that streamline workflows, enhance efficiency, and reduce errors. A proven leader who effectively motivates and mentors high-performing teams and engages internal and external customers to deliver high-quality service in a dynamic environment.

Technical Skills

Linux, Windows Server, macOS, VMWare ESXi, Rundeck Runbook Automation, MS Power Automate, MS Power Apps, Microsoft Power BI, Excel, Bash, Python, Powershell, Ansible, Docker, AWS, Splunk, SCOM, SCCM, Cisco UCS, OnSolve MIR3, OpsGenie, SNOW, Remedy, ITIL

Experience

TransUnion 🌐   September 2014 - November 2024
Senior Lead, Major Incident Manager / Automation Engineer   Chicago, IL

- Managed global operations, incident bridges, and provided timely updates to senior VPs and executives.
- Managed a 10+ hybrid team of remote and onsite Network, Windows, and Linux teams engineers
- Provided performance feedback, coaching, and wage increases on regular basis.
- Developed and maintained DevOps automation, improving MTTR by 66%.
- Supported and maintained over 4,000 Windows and Linux servers.
- Automated and optimized workflows improving team efficiency by 91%.
- Served as system admin and SME for PagerDuty Runbook Automation (Rundeck), SME for MSFT 365 Teams, Power Apps, and Power Automate, and SME for Saas Crisis Management Software.
- Developed and maintained over 20 MSFT Power Automate workflows
- Developed and maintained three MSFT Power Apps
- Globalized the Major Incident Management process: On-boarded over 300 associates across 12 countries into the Major Incident Management Process. Coordinated with translators and held comprehensive training sessions.

Additional Experience

NORTHWEST HEALTH, Valparaiso, Indiana, **PC Technician**, 2013-2014. Provided support for over 2,000 users. Supported enterprise level network with over 2,000 pieces of IT equipment. Provided remote and help desk support. Wrote batch scripts to streamline efficiency. Assisted in acquisition of medical practices from technical standpoint. Deployed and managed computers through SCCM.

EUTEHNICS, Hoffman Estates, Illinois, **Field Technician**, 2012-2013. Focused on fieldwork for multiple customers. Installed POS systems for several fast food and fine dining restaurants. Installed CCTV systems at customer locations. Co-ordinated installations with customers to ensure effective installation.

GOLDEN TECHNOLOGIES, Valparaiso, Indiana, **Primary Account Technician**, 2008-2012. Managed IT for several customer accounts. Communicate with customers, providing remote and onsite support. Designed, implemented, and supported Windows, Linux, OSX, and FreeBSD systems. Supported network of over 57 locations and over 30 servers. Planned and forecasted to prevent potential future issues. Managed advanced IT projects. Compiled and created knowledge base articles and support documentation. Trained new employees.

Certifications

AWS Certified Cloud Practitioner

Entry-Level Python Programmer Certification

Professional Development

AWS DevOps Engineer Coursework, Amazon

MCSA Server, RHCSA, VMware, and Power Automate PL-200 Coursework, Global Knowledge

Network and Business Administration Coursework, Ivy Tech

Network and Communications Management Coursework, DeVry

Intro to Ansible Coursework, A Cloud Guru

Electrical and Computer Engineering Technology Coursework, Purdue.

References

Available Upon Request