

Chase Gainey

IT Support Engineer

Experienced IT Specialist, AWS CSAA and VCP-DCV certified, with a demonstrated history of working in the information technology and services industry.

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📍 Hartsville, SC

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WORK EXPERIENCE

NOC Support Engineer III Red Ventures

02/2020 - Present

Remote

Achievements/Tasks

- Work with teams to implement Red Ventures alerting standards via Splunk on Call, reducing alert noise by 71%
- Own and maintain existing Nagios configuration
- Drive team initiatives regarding monitoring, observability, and compliance

NOC Support Engineer II Red Ventures

09/2018 - 02/2020

Fort Mill, SC

Achievements/Tasks

- Actively monitor infrastructure and application health
- Utilize and make configuration changes to a variety of monitoring tools including Nagios and New Relic
- Lead outage communication and mitigation efforts including troubleshooting, engaging resources, and driving resolution efforts

Helpdesk Analyst II Sonoco Products Company

07/2017 - 09/2018

Hartsville, SC

Achievements/Tasks

- Support of workstations, printers, production computers, handhelds, peripherals, and audio visual hardware and software
- Create simple batch scripts to automate repetitive tasks
- Create and maintain documentation for help desk procedures and problem resolutions

Quality Analysis Intern ACS Technologies

10/2016 - 07/2017

Florence, SC

Achievements/Tasks

- Write and perform basic API unit testing with NUnit and perform manual software testing
- Work with a team to ensure minimal issues integrating software changes into a production environment

EDUCATION

Management Information Systems Francis Marion University

05/2017

GPA 3.73

SKILLS

Amazon Web Services

Github

ServiceNow

JIRA

Nagios

New Relic

Splunk On Call

VMWare

CERTIFICATIONS

AWS Certified Solutions Architect - Associate
(12/2019 - Present)

VMware Certified Professional - Data Center
Virtualization (06/2019 - Present)

VMware vSphere 6.5 Foundations (06/2019 - Present)