

WILLIAM SOMMERVILLE

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SENIOR SYSTEMS ENGINEER

Customer Service | Systems Development | Leadership

A versatile and innovative professional with 20+ years of experience specializing in maintaining technology. Ensures the stability, integrity, and efficient operation of systems that support core organizational functions. Designs, implements, monitors, maintains, supports, and optimizes all software and associated operating systems. Applies proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues to maximize the benefit of system investments. Honorably discharged United States Army Veteran.

CORE COMPETENCIES

Project Management	Process Improvements	Technology Planning
Disaster Recovery/Failover Doc Experience	Functional Leadership	Information Security
Network Infrastructure	Training & Coaching	Problem Solving
System Maintenance	Systems Engineering	Troubleshooting
NOC Operations	Design Engineering	Secret Clearance Eligible

LEADERSHIP IMPACT

- ☐ **Trusted Systems partner who consistently delivers quantifiable value** by leveraging emerging technology and business insights to optimize value.
- ☐ **Systems Engineering strategist with an entrepreneurial mindset** and a contemporary approach to solving diverse problems through technology innovation, scalability, and reliability.
- ☐ **A results-driven, decisive leader** highly skilled at building stakeholder relationships, managing change, creating measurable procedures, and counseling/developing individuals and teams.
- ☐ **In-depth expertise in Systems Engineering optimization**, business continuity, and leading projects through the complexities of varying priorities and agendas.

EXPERIENCE

Ford Motor Company, Dearborn, MI | Systems Engineer Practitioner/Dynatrace Administrator Nov 2014 – Nov 2023

- Configured systems for different platform monitoring and proper access to the Dynatrace application.
- Reviewed and analyzed moderately complex operational support systems, application software, and system management tools to ensure the highest levels of systems and infrastructure availability.
- Collaborate with vendors and other technical personnel to resolve technical issues and achieve the highest systems and infrastructure availability levels.
- Accountable over deliveries - Platform Upgrades/Migration, Automation and Instrumentation, Resiliency and Performance Improvement, Process Adherence, and Improvement, Efficient Decision Making with Partnership/Stakeholder Management.
- As an SME, (Small, Medium, Large Enterprise Systems) Performed major installation/operations of monitoring applications, tools, scripting languages, etc when required.
- Managed applications, data, users accounts, SSO and configuration files using Azure, Active Directory, Office 365, Exchange, Okta, Clarify (CRM) and in-house software.
- Ensured the highest level of systems and infrastructure availability; implemented warranty and support activities; evaluated the existing systems and provided technical direction to IT support staff.

EXPERIENCE CONTINUED

Arco, Livonia, MI | Systems Engineer Practitioner

Jun 2007 – Oct 2014

- Used and worked with various applications, tools, and processes, including IBM Director, HP SIMS, ICAM, Tivoli Framework Security, Splunk Monitoring, IBM Director Monitoring Security, HP SIMS Monitoring Security, Tivoli TCR EHPAS Security, Dynatrace, Shell, PowerShell, Python, and Perl Scripts.
- Planned and implemented system automation as required for better efficiency.
- Oversaw the development of customized software and hardware requirements.
- Collaborated with other professionals to ensure high-quality deliverables within organization guidelines, policies, and procedures.
- Dealt with work processes, optimization methods, and risk management tools in the given projects for successful accomplishments according to the stakeholders' requirements.

T-Systems, Auburn Hills, MI | Systems Security Specialist

Jun 2006 – Apr 2007

- Subcontracted to T-Systems, providing security support using several tools to perform auditing, real-time monitoring, and logging procedures of the Volkswagen, Audi, and other client networks as required.
- Produced reports from scan results of system behaviors, rouge systems online, and vulnerabilities.
- Analyzed and developed briefing reports for managing scan results, prompting additional procedures or policy modifications as required.
- Enforced monthly and quarterly audits of login accounts for accountability.

Technosoft, Southfield, MI | Systems Network/Software Analyst (DTE Energy)

Jan 2005 – Jun 2006

- Provided documentation on the operations, upgrading, backup, and recovery of these tools maintained on several systems through the company's networks.
- Developed Unix scripts (in the C, Korn, and Bash shells), plus produced the documentation to automate procedures when required.
- Worked with the change management team on policies and procedures.

General Motors Corporation, Warren, MI | Systems Security Administrator/Analyst

May 2004 – Dec 2004

- Ensured the latest policy modifications were complete and documented (Lotus Notes database system) for review in support of other departments' operations.
- Managed Statement of Works (SOWs), ensuring timely documentation and vendor deliverables were completed.
- Coordinated with the team in developing response measures for intrusion/violation challenges.
- Investigated new security tools for department operations.
- Developed database applications and graphics (Access, MySQL, Visio) and queries for customer support.

Collex Collision, Clinton Township, MI | Systems Security Administrator

Nov 2003 – Feb 2004

- Established and implemented all security processes and procedures at corporate headquarters and nine remote facilities.
- Conducted extensive analysis of network equipment and physical/technological security solutions, recommending and overseeing procurement of new systems.
- Provided ongoing customer support in a mixed-platform environment, promptly identifying, isolating, and resolving network, system, and software issues.
- Worked with upper management on identifying and developing new applications, equipment, and procedures to improve productivity, reduce costs, and increase bottom-line operational efficiencies.

Global Crossing, (Frontier Communications)| Systems Operations Supervisor

July 1996 - Apr 2000

Additional Duties: Programming Engineer / Software Product Engineer

- * Supervised 6-member team in providing 24x7 call processing, billing information, and support services for nationwide client base.
- * Ensured accurate, security, retrieval and processing of billing files from over 20 nationwide switch sites, representing over \$30 million per month.
- * Oversaw troubleshooting and support of servers and systems, while leading analysis and development of numerous client/server and Web applications.
- * Managed applications, data, users accounts, SSO and configuration files using Azure, Office 365, Exchange, Okta, Clarify (CRM) and in-house software.
- * Established operational and backup procedures documentation to ensure data integrity.

US Army 88N40 Transportation Manager

May 1976 - June 1996

Duties Performed:

Europe - NCOIC of MCT Rotterdam, NL, NCOIC of S-3 39th Trans BN, NCOIC of MCT Ramstein AB, Ramstein, GE.
Asia - NCO Customs Inspector, NCOIC Yongsan Bus Terminal, Seoul, South Korea.

US Army 25B40 Information Technology SME

Europe - NCOIC of MCT Rotterdam, Netherlands NCOIC of S-3 39th Trans BN Kaiserslautern, GE.

EDUCATION & CERTIFICATIONS

Bachelor of Science Degree, Information Technology – Capella University
Associate of Applied Science Degree, Computer Information Systems – Henry Ford Community College
Cisco Certification Network Administration – Henry Ford Community College
Unix Operations
Unix Shell Programming
Enlighten Leadership
Military Programming/Network Training
Certification in Information Security Management and Enterprise Level Security

TECHNICAL PROFICIENCIES

Platforms: LINUX (Red Hat Enterprise, Mint, Suse) UNIX (HP-UX, Sun, IBM AIX, Solaris), Linux, Mac, Windows, Windows Servers, Office 365, and Custom applications proprieties.

Development: Java, Java Script, HTML, Xcode, VB.NET, UNIX shell scripting, COBOL, SQL, C, C++, Perl, PHP, Python, Dynatrace, Oracle, SQL, DB2.

Networking: LAN/WAN, TCP/IP, IPX/SPX, Samba, CUPS, SiteMinder, LDAP, DNS, HP OpenView, Active Directory, IIS, FTP & SFTP, SQL Server.

Security: Nokia, Netgear, Linux, Sun, & Windows, CheckPoint Firewall Systems. Trip-wire, Ethereal, Nmap, Nessus, Okta, Netstat and other tools.

Tools: Microsoft Office Suite (Excel, PowerPoint, Access), MSSQL, MySQL, Endeavor, Peregrine, Fieldnet, EMC Retrospect, Office 365, Assure, Clarify (CRM), Lotus, Dreamweaver, Adobe Photoshop, Flash.

Process: Efficient in the process of planing, coordination, developing, testing, troubleshooting, complete follow through, briefing (management & stakeholders) and complete operational SOP documentation.

ADDITIONAL INFORMATION

- * Visit my official website at http://96.92.63.243/williamsommerville.com/latest_eval.html for more information.