

Clark Mercer

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Sandy, UT

Summary

Seasoned IT professional with expertise in cybersecurity, an impressive array of certifications, and exceptional interpersonal abilities. Backed by a bachelor's degree in Computer Science and decades of advanced experience, bringing a powerful combination of technical knowledge and effective communication to drive success in complex IT environments.

Experience

Systems Administrator III

Army National Guard • Draper, UT

06/2019 - Present

Skills: PowerShell Automation | VMware | Cloud Computing | Information Security.

Design, administer, document, secure, and automate enterprise information systems infrastructure and software including virtualization infrastructure, storage, backups, servers, and services. Specific examples include:

- Storage: Pure SAN, and Dell/EMC DataDomain.
- Server Hardware: Cisco and Dell servers.
- Server Operating Systems: Windows Server, and Red Hat Enterprise Linux.
- Virtualization: VMware vSphere.
- Cloud: Azure Entra ID and Intune.
- Backups: Veeam Backup & Replication.
- Automation: Heavy PowerShell and some BASH scripting.
- Services Administered: Entra ID, Active Directory, Web, SQL, Group Policy, Intune, DHCP, DNS, and SharePoint Online.
- Security: Systems documentation and security hardening to comply with DoD security requirements (STIGs).

Systems Administrator III

National Weather Service • Salt Lake City, UT

01/2016 - 06/2019

Skills: Linux System Administration | Network File System (NFS) | VMware | Ansible

- Manage the regional enterprise server infrastructure for the National Weather Service with a focus on VMware and Linux. Administering approximately 100 enterprise server systems of ESXi and Red Hat Enterprise Linux.
- Schedule and perform maintenance to upgrade, migrate, and modify server hardware, storage, and software for security, optimization, and lifecycle management.
- Administer VMware virtualization, network file system (NFS), samba (SMB), MySQL database, Apache web, Squid reverse proxy, DNS, DHCP, Rsync, NTP, FTPS, OpenLDAP, and numerous other Linux servers.
- Document, execute and verify integrity of system backups and Disaster Recovery strategies for all server systems.
- Provide authoritative, clear guidance, and technical assistance to nearly 50 System Administrators throughout the western US on matters pertaining to IT systems administration.

Systems Administrator II

Army National Guard • Draper, UT

02/2010 - 01/2016

Skills: Storage Area Networks | IIS | DNS Administration | DHCP Administration | Windows System Administration

- Optimize and secure Enterprise Information Systems.
- Author scripts and use automation tools to manage IT systems including: Hypervisors, Windows servers, Linux appliances, DHCP, DNS, Domain Controllers, SQL, IIS, and other critical application servers and systems.
- Write clear documentation and provide expert advice for technical procedures and best practices.
- Design and administer VMware vSphere to leverage virtualization using vCenter and ESXi.
- Respond to system and services alerts for prompt resolution of incidents.
- Manage five Storage Area Networks (SANs).
- Lead Email migration from on-premise Exchange to cloud hosted Email for 2,000 users.

Systems Administrator I

Utah Army National Guard • Draper, UT

04/2004 - 02/2010

Skills: Microsoft Exchange | Active Directory | Group Policy | Microsoft Servers

- Identify, analyze, and solve problems with critical enterprise IT systems and services.
- Administer server operating systems, databases, and applications while minimizing security vulnerabilities.
- Maintain Active Directory, and Group Policy.
- Manage Microsoft Exchange Email clusters for over 2,000 users.
- Administer VMware server virtualization infrastructure and storage.
- Manage backup solutions using windows tools and Commvault software for over 50 critical systems.
- Resolve top-tier IT cases for problems with servers and networks.
- Organization wide employee of the month.
- Lead the migration from Exchange 5.5 to Exchange 2003 Email systems.
- Played a pivotal role in migrating from a Windows NT domain to a new Active Directory domain and forest with Server 2003 domain controllers.

IT Specialist II

Army National Guard • Draper, UT

12/2003 - 04/2004

Skills: Web Design | Customer Service | Technical Support

Technical Support Specialist

InfoWest Global Internet Services • Cedar City, UT

08/2001 - 08/2003

Skills: Internet Protocol Suite (TCP/IP) | Internet Services | Customer Service | Technical Support

PC Repair Technician

Mountain West Office Supply • Cedar City, UT

06/2000 - 05/2001

Skills: Computer Repair | Computer Hardware | Technical Support

Skills

Strong PowerShell automation skills, Proficient administering Windows and Linux, Excellent documentation skills

Education

Computer Science

Southern Utah University • Cedar Cit, UT

06/2003

Bachelor's degree in Computer Science with a minor in Networking Computer Information Systems.

Scholarships received for exceptional GPA.

Continuing education leading to 17 IT Certifications obtained over the past 22 years.

Certificates

Microsoft Certified Azure Administrator Associate, CompTIA Cloud+, CompTIA Security+, CompTIA Linux+, CompTIA Storage+, VMware Certified Professional 5 – Data Center Virtualization, MCITP: Enterprise Administrator on Windows Server 2008, SUSE Certified Linux Administrator, Microsoft MCSE 2003, CompTIA Network+, CompTIA A+, Red Hat Certified System Administrator (2017)