

Donald Waters

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Summary

Senior Tier 3 support engineer with deep hyperconverged infrastructure experience. I spend most of my time on the hardest escalations in the department: hypervisor and cluster-level troubleshooting, storage I/O, node hardware diagnostics, and root-cause analysis on production systems. I build automation in Python and Ansible to cut manual work and make issues reproducible. I own problems end to end and explain them clearly to both customers and engineering.

Experience

Senior Technical Support Engineer (Tier 3)

Scale Computing | Jan 2024 to Present | Indianapolis, IN

- Final escalation point for the department's most complex cases. 100% resolution rate, 97% NPS, and 200+ engineering escalations owned.
- Partner with R&D to identify root causes, improve product behavior, and drive long-term fixes rather than one-off workarounds.
- Designed and deployed Support-Ansible, an automation framework for cluster maintenance, updates, and log collection that reduced manual workload and improved issue reproducibility.
- Mentor and coach Tier 1 and Tier 2 engineers on troubleshooting, escalation handling, and customer communication.
- Author KB articles and runbooks to standardize troubleshooting and cut duplicate escalations.
- Primary technical liaison for enterprise deployments, complex upgrades, and mission-critical customer environments.

Tier 2 Support Engineer | Scale Computing | May 2023 to Jan 2024 | Indianapolis, IN

Tier 1 Support Engineer | Scale Computing | Apr 2022 to May 2023 | Indianapolis, IN

Associate Director, Managed Services

Five Star Technology Solutions | Jun 2021 to Mar 2022 | Whiteland, IN

- Managed and coached a team of technicians supporting multiple school corporations across daily service delivery.
- Owned technology budgets, vendor relationships, and district-wide deployments, coordinating with school leadership and cross-functional stakeholders.
- Built a help desk system with panic alerts, incident tracking, and performance dashboards to improve visibility and response.

Support Specialist | Five Star Technology Solutions | Sep 2014 to Jun 2021 | Whiteland, IN

Onsite Technician | Five Star Technology Solutions | Aug 2013 to Sep 2014 | Whiteland, IN

Skills

Infrastructure: HCI • Hypervisor / Virtualization (KVM, VMware) • Cluster & storage I/O troubleshooting • Dell server hardware diagnostics • Linux / CLI administration • Networking & diagnostics • Root-cause analysis

Automation: Python • Ansible • Bash • REST API integrations • Custom scripting • Git / GitHub

Support: Escalation management • Case quality & documentation • KB & runbooks • Technical coaching • SLA-driven triage

Operations: Enterprise deployments • Stakeholder communication • Cross-functional collaboration with R&D and Product