Self starting, self taught Linux Systems Administrator

CORE SKILLS

- Linux/UNIX servers and desktops
- Windows Desktop Systems
- SMB/NFS file sharing and access
- Windows/Linux Systems Deployment
- Windows/Linux Systems Troubleshooting
- Virtualization (KVM, Hyper-V, VMware ESXi and others)
- Linux shell scripting (Bash)
- Documentation
- System/Platform Architecture

CERTIFICATIONS

- CompTIA Network+ **12/2011**
- CompTIA A+ **12/2011**
- Diploma of IT **12/2012**

EXPERIENCE

[Redacted] Systems Engineer II April 2024 to July 2024

I was tasked with leading the effort for TSRI's "SOC 2" security audit. This required a complete rebuild of all servers, networks and other IT infrastructure. Complete physical rebuild of server room and equipment storage, audit and inventory of equipment stored on-site

[Redacted] IT Analyst September 2023 to February 2024

I was in charge of [redacted] IT Asset Management team. Under my direction I have helped push to completely re-architect and optimize the asset infrastructure and handling for end-users both local and remote.

- Migrated Macbook re-imaging process from 1 laptop every 45 minutes to 8 laptops every 10 minutes. Laptops are required to be re-imaged frequently due to data security and compliance policies
- Migrated Windows laptop re-imaging process to in-house Linux based setup from original vendor solution. Cutting down re-imaging time of Windows machines from 2-6 hours to approximately 30 minutes and allowing multiple machines to be re-imaged in parallel instead of one at a time
- Standardization of laptop peripherals including chargers to reduce E-waste, significantly save on costs and provide a better end-user experience
- Migration of outsourced IT shipping to in-house to simplify process as well as significantly lower overall expenses
- Complete physical audit of several thousand laptop devices and other equipment
- Moving to a cheaper Seattle based E-waste vendor to simplify removal of old or broken equipment as well as ensure that equipment sent is either destroyed securely or can be recycled and reused

[Redacted] Support Engineer March 2022 to May 2023

I provided support to [redacted] customers from small businesses up to some of the largest companies on Earth. Helping them with everything from scaling out deployments of virtual machines through EC2 to debugging strange bugs in Kubernetes and Fargate/Docker container instances, network configuration, software installation/support, bash script debugging, Linux Administration, Logical Volume Management and IT automation

Some notable examples of client issues I worked on

● Debugging a “thread exhaustion” issue with a customer Fargate instance. The application would slowly consume all available execution threads. This would cause the CPU to begin context-switching until it exceeded 100% CPU usage and the fargate container would be terminated and restarted. This would loop endlessly until the bug was discovered and resolved but was made more difficult due to the significantly more limited debugging facilities of Fargate as a service.

● Documenting end-to-end in-depth of Amazon’s Network Time Protocol (NTP) service with specific detailing regarding the clock drift (how many seconds/milliseconds/nanoseconds) apart different hosts in different physical locations in the data center could be.

● Leading triage to resolve a large-scale DDoS amplification attack from EC2 instances against a high-value customer.

● Debugging upstream security and software regression bugs in projects such as Kubernetes, systemd, runc, CrowdStrike, the Linux kernel and other projects.

● Helped create customized RHEL based (Amazon Linux) images for customer deployment. Leveraging the AWS Image Marketplace and other functionality

● Debugged customer bash scripts used for automation, logging and other functionality across a wide range of Linux system deployments and types

● Walked customers through any differences between Red Hat (RHEL) based distros and Amazon Linux versions 1, 2 and 2023

[Redacted] Support Analyst January 2017 to September 2017

I provided support to students, teachers and educational institutions providing Microsoft learning courses (MOAC, MOD and others). As well as ensuring day -to-day operation of Windows Server systems and virtual machines. Ensuring documentation and reliability of virtual machines for clients

[Redacted] Support Engineer October 2014 to December 2016

I was tasked with creating a reference manual for all [redacted] employees and contractors across the division of all terms, acronyms and their definitions (1,200~ acronyms total). I assisted to standardize and streamline processes across the division to ensure a consistent experience for all [redacted] customers. Provided a Significant contribution to documentation as well as centralization and refinement of existing documentation within the position. I was charged with the onboarding support for all new employees in my division.

[Redacted] ***Support/Linux System Administrator*** **November 2011 to December 2012**

● Assisted customers with installing and configuring Linux virtual machines, Linux images and software from web to video game servers

● Migrated server hosting systems to a Red Hat (CentOS) platform for greater stability and easier maintainability

● Migration of internal employee communications and web-chat system to an IRC based backend

● Rollout of KVM Virtualization offering to complement existing OpenVZ deployment

[Redacted] ***Support/Linux System Administrator*** **May 2010 to December 2010**

● Assisted customers with Windows, Linux and FreeBSD virtual machines, Linux images and end-user software they wanted to run on them

● Evaluation of migration from deprecated “Xen” platform to newer Linux-focused “KVM” virtualization software for improved customer server performance

● Creation of Group Policies for Windows servers on customer machines

[Redacted] ***IT Contractor*** **September 2005 to December 2010**

Numerous projects, the largest of which was an end-to-end setup and teardown of 900 PC workstations for report card data generation of students across the entire state. Creating and managing user accounts, security groups, hardening access of confidential data, configuring networks, installing/supporting COTS software and custom client software, configuring domains and Active Directory setup