

John L. Radford

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Education

University of Pittsburgh - Greensburg Campus (Graduated: 2017)

Bachelor of Arts: Humanities Gen., Philosophy/Art History/Classical Literature

Minor: Political Science

Work Experience

IT Helpdesk Assistant – University of Pittsburgh Greensburg

Timeframe: Spring & Fall Semester 2017

As a workstudy, I was responsible for assisting students and faculty with computing issues, both in person and over the phone. Learned to work with networking, printing, and AV equipment. Learned to resolve issues on Mac, Windows, and mobile platforms.

Customer Support Technician – Pair Networks, Inc.

Timeframe: 2018 - Present

As an overnight support technician for a web hosting company I'm responsible for; responding to customer phone calls and Email tickets, live server monitoring – responding to service outages and alerts as they occur (Ex. load spikes, high postfix queues, drive failures, and emergency reboots), upgrades and moves – moving accounts, websites, mailboxes, databases, DNS zone files, all sorts of configs, etc. between various generation FreeBSD and Linux servers.

Sample Projects

Homemade Server Monitor – <https://monitor.bluesquare23.sh>

Created a homemade server monitoring web application in Python 3, using *Flask* as the web-framework, *SQLite* as the database, *SQLAlchemy* as the ORM, and *Bootstrap 5* for nearly all of the CSS.

Random Doggo Web / Slack App – <https://doggo.thefamu.net>

Made a website and slack bot using Python *Flask* to request random doggo pictures from the random.dog/woof.json API. Implemented handwritten responsive CSS. Setup *Pytest* unit testing and homemade bash CI pipeline.

Write & Run Any Language – <https://bluesquare23.sh/WriteAndRun>

Implemented arbitrary code detection and execution textbox. Used *Flask* to wrap two powerful APIs; the first, Algorithmia ML API, detect's the language and the second, EngineerMans RCE Piston API, executes the arbitrarily submitted code.

Servers, Languages, and Tools

FreeBSD, Linux, C, Bash, Perl, PHP, Python, SQL, Vim, Git, HTML, Markdown, L^AT_EX, Mediawiki Mark-down, Flask, CGI, Bootstrap, WordPress, MediaWiki, Apache, Nginx, Postfix, Dovecot, MySQL, Docker, QEMU/KVM, VirtualBox

Accolades

- Eagle Scout, Boy Scouts of America - Troop 66
- Ex Pluribus Capitibus Supra of the UPG Campus Alliance for Free Thought
- President of University of Pittsburgh's delegation to the model European Union (2016)