John L. Radford

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Technical Skills

•Languages

Programming Languages –   C, Bash, Perl, PHP, Python, SQL

Markup Languages –   HTML, Markdown, LaTeX, Mediawiki Markdown

•Web Frameworks

Flask, CGI, Bootstrap

•CMSs

WordPress, MediaWiki

•Operating Systems

FreeBSD, Linux

•Server Technologies

Apache, Nginx, Postfix, Dovecot, MySQL

•Virtualization / Containerization

Docker, QEMU/KVM, VirtualBox

General Skills

•Leadership Experiences

Eagle Scout - 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)

•Communication Experience

I have written hundreds of academic papers for a wide variety of courses, on subjects ranging from International Relation to Medieval English literature.

I have responded to thousands of Emails about technical and bureaucratic subjects with customers from all around the globe.

I've effectively communicated with coworkers & team members both in person and via messaging applications to diagnose and resolve technical issues on the fly.

I am used to providing live troubleshooting and technical support over the phone.

•Creativity / Problem Solving

As a tinkerer and home computer enthusiast I enjoy building custom internal solutions for my home network / server rack.

As a web design enthusiast I enjoy building good looking and useful web applications that work well on the front and backend.

As a amateur hacker and script kiddy I enjoy finding interesting ways to overcome technical obstacles, as well as ways to guard against such hax.

Education

University of Pittsburgh - Greensburg Campus

Graduated: 2017

Major: Humanities Gen., Philosophy/Art History/Classical Literature

Minor: Political Science

Related Coursework: Technical Writing Classes, General Written and Professional Communication Experience, Courses in Math, Public Speaking, Rhetoric, Logic, and Heuristics.

Work Experience

•IT Helpdesk Assistant – University of Pittsburgh Greensburg

Sprint & Fall Semester 2017

I worked as a workstudy for the University of Pittsburgh at Greensburg where I was responsible for assisting students and faculty with computing issues, both in person and over the phone. I 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

I currently work as an overnight support technician (level 2) for a web hosting company on Pittsburgh's southside. My duties involve, answering the phone at 2am because someone accidentally deleted a WordPress plugin, helping old ladies setup their Email clients, kindly doing the needful for our overseas customers, blocking RU & CN IPs by the 0/24, trying to get MySQL to restart, failing, tailing the error log, rebooting, fscking my life away, and all the while delivering a satisfying customer service experience.

Departments & Teams –   General Support Department

The general support department is responsible for responding to tickets via Email and answering incoming phone calls. All level 1-3 technicians take and do Email tickets, while only level 1-2 techs answer the phones.

Urgent Bolt - Live Server Monitoring Team

The urgent bold (ub) aka live server monitoring team is responsible for watching the Icinga monitoring interface and responding to outages and alerts as they occur. A prototypical example is having to respond to a load spike being caused by excessive malign traffic toward a poorly coded web application. This is typically resolved by identifying and then firewalling the bad actors responsible for the traffic in order to return the server to stability.

UB team members are also responsible for responding to and diagnosing the source of large accumulations of Email, typically caused by spammers manipulating web forms or compromising mailboxes.

Lastly, UB members are responsible for, emergency drive / hardware replacements, emergency reboots, emergency escalations, and answering the doorbell.

Upgrade & Moves Department

At Pair, the upgrade & moves department is responsible for moving customer accounts between various generations of hosting platforms and account types.

I have moved thousands (if not tens of thousands) of accounts, websites, mailboxes, databases, DNS zone files, all sort of configs, etc. between various generation FreeBSD and Linux servers as part of the upgrades and moves team.

Signups Fraud Detection Team The signup and fraud detection team is responsible for manually reviewing the signup data of recently created accounts that have been flaged by the automated fraud detection systems. We check for inconsistencies between for example; the signup's business address and signup's IP address location, as well as checking for other signs for fraud.

Unofficial Scripting

In certain ways the culture of my job is very *work your own way* as long as you get the same results as the rest of us. Everybody there has their own shell aliases and custom scripts.

Working overnight I have an abundance of free time. My nightly life now consists of about 30easier (the last 20that is desperately in need of automation and I enjoy writing tools to help improve my life and the lives of my coworkers.