John L. Radford

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1 John L. Radford - Resume

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1.1 Education

University of Pittsburgh (Graduated: 2017) Bachelor of Arts: Humanities Gen., Philosophy/Art History/Classical Literature **Minor**: Political Science

1.2 Work Experience

1.2.1 Support Technician - Pair Networks, Inc.

Timeframe: 2018-2020

Support technician for web & e-mail hosting services. Regularly helped customers resolve issues with websites, mailboxes, databases, DNS, domains, php, etc.

1.2.2 NOC & Security Technician - Pair Networks, Inc.

Timeframe: 2020-2023

Promoted to security and NOC (urgent) monitoring teams. On security, handled junior analyst duties (eg. monitoring, detecting, & remediating intrusions). On NOC (urgent) monitoring team, handled live server issues (hardware & software).

These were concurrent duties, on top of normal level 2 support responsibilities. At the time, I was also working the abuse team and the internal account migrations team as well as handling normal level 2 support tickets and phone calls.

1.2.3 DevOps Specialist & SysAdmin - Pair Networks, Inc.

Timeframe: 2023-Present

Promoted to DevOps & SysAdmin team. On the systems team I have:

- Developed & integrated into legacy build system custom solution for Apache & Nginx rate limiting.
- Setup & maintained corporate VPN.
- Developed internal tooling for auto-balancing distributed QEMU/KVM cluster(s).
- Developed custom PSGI module / Rest API Perl Plack module for catching Zendesk webhooks.
- Started company sponsored cyber security club for leveling up internal knowledge-base and skill sets.
- Helped maintain internal ELK centralized logging stack and SOC/SIEM monitoring.
- And a million other small projects and fixes over time.

1.3 Sample Projects

1.3.1 Web-LGSM - Web Portal for Managing Game Servers

Source: Github

1.3.2 Plex-cli - A Simple CLI Script for Managing Your Plex Server

Source: Github