

# 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 & Junior 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](#)