**Derek cook**

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Skills

* Experience with data center operations and security.
* Experience working directly with customers, and customer equipment including servers hosting sites & databases as well as high demand virtual application servers.
* Experience creating, migrating, and modifying Virtual Machines.
* Experience with most windows operating systems and have worked with several Unix\Linux operating systems..
* Experience with a wide range of computer software and hardware issues.
* Experience working with a wide range of companies with varying demands.
* Experience creating process documents, and documenting equipment and installation configurations

Qualifications

* Honest, hardworking, friendly, and responsible,
* Excellent communication and people skills.
* Ability to manage projects to completion,
* Self-starter seeking out new projects and skill development.
* Strong work ethic and attention to detail.

Employment history

From 2013 to 1/28/2021 worked at Adhost now Tierpoint as a site operation tech preforming a wide range of duties:

Web Hosting Duties

Internal web hosting system duties:

\* Working with both Unix and Windows based Web hosting environments

\* Working with MSSQL and MYSQL severs

\* Performing initial response and troubleshooting for any incidents on these servers and escalating if needed

Customer support for our Web Hosting duties included:

\* Basic email support for our mail service

\* Initial client configuration

\* Resolving email sending and receiving issues

\* Removing IP blocks

\* Creating mailboxes and configuring email aliasing

DNS management duties included:

\* Resolving DNS issues

\* Purchasing new domains

\* Moving clients in and out of our domain registrar

\* Creating CSRs

\* Ordering SSL certificates, installation and validating of SSL certificates (Both Windows & Unix hosting severs, and some customer servers)

\* Assisting with creating site level redirects

I am assigned as first point of contact for customers having issues with their sites or with access to their hosting.

Data center Duties:

Operational Data center duties included:

\* Providing and managing access to our data center ensuring compliance to our data center security policy including on site and remote access, and physical security of customer assets

\* Enrollment into our biometric system

\* Performing security walkthroughs of our data centers and checking both power and environmental systems for alerts

\* Tracking and reporting incoming shipments for both internal and customer equipment. Packing outbound equipment for shipping

Physical equipment duties included:

\* Assisting with installing\racking new equipment for both customers and internal projects

\* Replacing failed equipment with new parts and coordinating hardware replacement installation with customer’s operational requirements

\* Tracking and labeling incoming and outgoing hardware in an internal database for company assets and customer owned equipment

Remote hands Data center duties included:

\* Rebooting equipment upon request

\* Connecting a crash cart to unresponsive servers to give status updates

\* Providing remote hands for physical changes such as relocating a cable from one port to another

\* Acting as remote hands for customers to systems they cannot access remotely for troubleshooting when issues occur

\* Preforming tape rotations for customers and assisted with offsite tape rotation

Customer technical support:

\* Acting as first point of contact for technical issues that occur in our data center

\* Creating tickets

\* Performing initial troubleshooting and escalation as needed

This includes gathering relevant information from the customer, investigating servers error logs, making modifications to firewall ACLs, troubleshooting file permission issues, assistance low disk space issues, and a general investigation of a reported issue to determine a cause a need for escalation to an appropriate team.

Internal alerts:

\* Assigned as first responder to our system for monitoring the health of internal services. This includes identifying which service is experiencing an issue.

\* Responsible for making an initial determination of the equipment involved, and the type and severity of the issue, accessing the services and preforming troubleshooting.

\* Initiate basic responses such as restarting hung services, cleaning up disk space, restarting sites, fixing configuration mistakes, otherwise escalating to another team or on call as appropriate.

Cloud service Project:

During the initial deployment of a new cloud service I was tasked with configuration and deployment of a large number of new servers within the environment. I assisted in migration of physical servers to virtual machines and preform the cut-over to the new virtual servers. I performed troubleshooting issues with older operating systems in our cloud service. I worked with customers to establish and maintain their cloud access, and assisted with the management of their virtual machines.

From July 20th 2011 to February 29th 2012 I worked at Isomedia as the first point of contact for technical support for end users. Supporting user's on a multitude of systems from DSL, Dial up, Web Hosting, and VOIP I also took sales calls for these systems.

From November 2nd 2012 to January 31st 2013 as a GoAhead Solutions contractor at Nordstrom's helpdesk primarily doing first line support for user access issues and desktop issues.

From September 21st 2010 to December 31t 2010 I worked as an Apex contractor at Starbucks as a system analyst at their enterprise help desk. This supported their point of sale systems and their internal users.

Education

Seattle Central community college

Started attending in May 2009 to work towards a network design & administration AAS-T Degree.

North Seattle community college

Received my GED from North Seattle Community College in 2009

Certifications

CompTIA A+