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| **Laith Al Obaidy**  www.laithalobaidy.com  AUSTIN, TX 78727  Green Card Holder  (512) 909-4962  **laith.alobaidy@yahoo.com,** [**www.linkedin.com/in/englaith**](http://www.linkedin.com/in/englaith)**, https://github.com/laith-alobaidy** | | | |
| **EDUCATION** | | | |
| **University of Technology**  BSc. in Computer Engineering – 4 Years | | | Baghdad, Iraq  Graduated 2005 |
| **CERTIFICATIONS** | | | |
| 1. RHCE – Red Hat Certified Engineer – Red Hat Inc. 2015   Certification ID: 130-082-910   1. RHCSA – Red Hat Certified System Administrator - Red Hat Inc. 2013 Certification ID: 130-082-910 2. [Novell CLA - Novell Certified Linux Administrator](http://www.linkedin.com/search?search=&keywords=Novell+CLA+-+Novell+Certified+Linux+Administrator&sortCriteria=R&keepFacets=true) - Novell 2013   Certification ID: 10235003   1. LPIC 1 (LPI 101 Exam & LPI 102 Exam) - Linux Professional Institute 2013   ID: LPI000248415 CODE: 8454ljyzdd | | | |
| **WORK EXPERIENCE** | | | |
| **Rackspace**  *Linux System Administrator.*   * Phone, chat and ticket support for Linux based cloud servers to thousands of customers worldwide, supporting the following technologies, Red Hat, CentOS, Debian, Ubuntu. Web Servers: Apache and NGINX, PHP served via mod\_php and PHP-­FPM, Databases (Installation, replication and tuning) MySQL and MariaDB, NFS, Lsyncd, WordPress Installation and Configuration, DNS configuration, Postfix, SSL, NFS, SFTP jailing, Varnish, Memcache, and so many other common Linux issues and tuning. * Respond to queries either in person or over the phone, as well as walk customer through problem-solving process on a 24/7 environment. * On-hand Experience in Rackspace tools and services, Cloud Backup and Restore, Load Balancers, Network, Servers, Images, DNS, DBs, etc. | | Austin, Texas  October 2014- *Till now* | |
| **Liquidation Channel**  *IT supports Tech.*   * Provide technical assistance and support for incoming queries and issues related to Windows and MAC computer systems, software, hardware and servers. * Respond to queries either in person or over the phone. * Respond to email messages for customers seeking help. * Walk customer through problem-solving process. * Follow up with customers to ensure issue has been resolved. | | Austin, Texas  July 2014-*September 2014* | |
| **Flextronics**  *IT Support Tech.*   * Provided day-to-day system administration and technical support and analyze, test, and debug applications. * Evaluate user and customer needs, documenting and tracking new requests * Ensure client satisfaction and client management. * Reporting to customers and management on status, resources needs, and projected outcomes. * Assist in any new projects / system implementation, configuration and further enhancements. * On-call after office hours in case of operation IT issue and provide on-line support. | | Austin, Texas  June 2013-Jan 2014 | |
| **Flextronics**  *SMT Operator.*   * Prepare, operate, manage and monitor performance for all SMT line machines, including MPM, Ku Yang, NXTs, Oven, AOI; for both top and bottom lines. * Inspect all the good and bad (defective) boards before and after and before entry into the SMT line. * Manual assembly for the parts that should be placed on the boards. * Train and assist new operators Perform Operator on SMT. | | Austin, Texas  Jan 2013-June 2013 | |
| **Itisaluna Telecom - Iraq**  *Linux System Administrator*   * Maintaining and creating Linux-MySQL scripts to create automated tasks under Red Hat Linux and CentOS servers. * Monitor, debug and maintain system logs for performance evaluation and reports * Troubleshoot and optimized UNIX, RHEL, CentOS servers and System Databases (MySQL) according to the requirements. * Prepare and maintain log files of the department’s active server to determine the problem (if there any) and consider these log file in troubleshooting process. * Manage clients’ services to meet quality standards, identified and resolved client concerns * Prepare daily, weekly and monthly trend reports concerning subscriber internet usage * Respond to tickets with the vendor (Huawei) concerning issues and system enhancement * Direct contact with the subscribers (the customers) to solve problems and evaluate complaints. | | Baghdad, Iraq  March 2010-Septmber 2012 | |
| **USAID/International Relief & Development (IRD)**  *Server/Network Field Technician*   * Responsible for imaging Windows XP clients, and installing Windows 7 OS with various S/Ws. * Lead IT Tech responsible for coordinating with IT support vendor, and other contractors on site to find, install, document, and follow with users. * Troubleshooting acted a big role in the migration, networking and costumer service, migrate at least a many Dell OptiPlex 780/790 desktops and HP laptops. | | Baghdad, Iraq  December 2009- March2010 | |
| **Self-employed**  *IT Support tech.*   * Performed IT tasks for small and medium-sized businesses. | | Erbil, Iraq  December 2006- September 2009 | |
| **SKILLS** | | | |
| * High experience (TUI & GUI) in Red Hat RHEL 3, 4, 5, 6 and 7. Fedora, CentOS, Suse, Debian and Ubuntu in the regard of installation, maintenance, troubleshooting . * Advanced automation via scripting on Unix platforms using: BASH, csh, grep, python (basic), sed, sh and regular expressions. * Good experience in services and protocols; Signaling, loggers, sFTP, DHCP, SSL, HTTPD (Apache Server), YUM repos, Varnish, memcach, Cron jobs, GIT, TCP/IP, systemd, iptables and all other common Linux service and protocols. * Managing Linux file system, NFS, Samba, CIFS, LVMs, RAIDs * Good experience in TCP/IP, networks and networking protocols. * Advanced MySQL, MariaDB installation, troubleshooting, replication and tuning. * Professional experience in installing and troubleshooting all Microsoft Windows versions and all MAC Apple OS X. versions. * Professional experience in hardware assembly and upgrade of hardware. * Advanced experience in photography, wide organizational experience, excellent communication skills, fast learner, motivated, good team play worker. * On-hand Experience in Rackspace tools and services, Cloud Backup and Restore, Load Balancers, Network, Servers, Images, DNS, DBs, etc. | | | |
| **LANGUAGES** | | | |
| Native Arabic, Advanced English and basic Kurdish | | | |
| **LIST OF REFERENCES** | | | |
| *Matt Newman*  *Liquidation Channel*  *Unites States – Austin, TX.*  *Sr. System Admin*  *Phone: +1 (512) 771-8450*  [*Matt.newman@liquidationchannel.com*](mailto:Matt.newman@liquidationchannel.com) | *Richard Mancini*  *Flextronics Inc.*  *Unites States – Austin, TX,*  *Sr. Director, Information Systems*  *Phone: +1 (919) 941-2290*  [*richard.mancini@flextronics.com*](mailto:richard.mancini@flextronics.com) | | |
| *Junior Whiteman*  *Rackspace Inc.*  *United States – San Antonio, TX.*  *Fanatical Support Manager*  *Phone +1 (210) 412-2955*  [*junior.whiteman@rackspace.com*](mailto:junior.whiteman@rackspace.com) | *Bill Tischer*  *Rackspace Inc.*  *United States – San Antonio, TX.*  *Fanatical Support Manager*  *(210) 887-6079*  [*btischer@rackspace.com*](mailto:btischer@rackspace.com) | | |