

Lead Product Support Analyst L3 Lead Product Support Analyst L3 Lead Product Support Analyst L3 - AAA Orlando, FL Work Experience Lead Product Support Analyst L3 AAA - Orlando, FL May 2019 to Present    Make deployments in ansible for new products in the department's servers to create test environments.    Troubleshoot current production software to find errors in communication channels.    Troubleshoot Linux servers applications in production for all level 3 cases.    Analyze data stored in Oracle Databases to find possible errors in the applications. Reproduce errors in QA to find bugs in the backend of the applications such as Mobile, IVR, APIs, and default configurations.    Use of JMeter tests cases to measure performance and analyze errors in the android mobile applications. Sr. Software Engineer Inmarsat - Palm Bay, FL June 2017 to February 2019    QA testing responsibilities include unit, black-box, and end-to-end testing of maritime satellite communications for Internet, VoIP, and media-streaming services and Tier 4 customer support.    Digital Platform and creation of CI/CD build environment on Jenkins used to test Open vSwitch, Docker containers, KVM-based virtualization, Cisco 5921 ESR, TICK stack including InfluxDB enterprise, and terminal connectivity along with cloud-based orchestration and SA monitoring using Grafana.    Created a linux command line automation script for the VARs in order to facilitate the testing of different components including end to end more quickly and efficiently. Created automation tests for the Global Xpress (GX) Ka-band services with L-band failover (FX) in the Digital Platform as well as validation of services.    Inmarsat IsatData automated testing using Selenium (Portal) and (API) for regression tests.    Created automation scripts in pytest to validate data sent from the TICK components in shipside to the shoreside influxdb.    Created automated tests to triggered different test scenarios in pytest and selenium in order to generate traffic and data for a UTM system installed in a ship.    Use of Agile methodologies for the software development and Jira for tracking of requirements and tasks. Systems Administrator Miami, FL October 2015 to June 2017    Design and implement Microsoft Windows Domain Controllers in all work environments with DNS, AD and LDAP.    Configure DNS and NTP servers in all production and QA environments.    Centralize Users Authentication between Windows and Linux Servers with LDAP.    Centralize sudo users and privileges with ACLs based on role and position.    Implement Rundeck and Puppet

to automate processes based on executions and their roles. Write puppet module, roles and profiles for the base products. Replicate services to a contingency location for disaster recovery and prevention. Deploy instances in Amazon EC2 and add the security group based on the role of the server. Move data from legacy servers to Amazon s3 buckets using the s3cmd tools. Create automation scripts in Bash and Python to Backup Databases and logs. Deploy and configure multiple Linux Red Hat and Debian Servers in VMware automatically. Organize Ticketing system with Jira for a better Team Work performance. Install, Configure and Maintain servers in the data warehouse. Troubleshooting Oracle Linux and configure volumes with asm for databases. Support and troubleshoot large scale Linux, Unix and windows server environment. Systems Administrator Advantone - Plantation, FL October 2014 to October 2015 Responsible to Maintain Backup Schedules for all VMs and physical servers using Ghetto Backup and Symantec BE. Troubleshoot and Maintain Web servers, IVRs, MySQL servers running CentOS, Debian, and Red Hat. Migrate archive servers to Amazon S3 using s3cmd tools and VMware Amazon Plugin. Write documentation for the instances in Amazon EC2 using Puppet for faster deployment. Add SQL Queries in MySQL Servers to fix call routing, and latency in processes. Automate the Log Rotate across Linux Servers to prevent full disk usage. Monitor Servers and Network performance with Xymon and Hobbit. Manage Windows Servers to use AD to Create Users, Security Groups, computer entries, and DNS records. Troubleshoot Windows Web Servers via ISS and Services when the websites are not working properly. Manage O365 Admin, SharePoint and OneDrive. Implement new technology projects for the company such as MyConnectionServer, Palladion, OCS Inventory NG. Systems Administrator Newlink Group - Miami, FL January 2014 to October 2014 Responsible for troubleshooting software and hardware problems for the local office and remote locations. Answer, evaluate, and prioritize incoming telephone, voice mail, e-mail, and in-person requests for assistance from end-users experiencing problems with hardware, software, networking, and other computer-related technologies. Create user accounts, e-mail accounts and manage distribution groups and security groups using Active Directory. Manage users and folders permissions in the share library. Implement Spiceworks in different offices to manage the

inventory. Design the new Intralink and company's directory using the Sharepoint for Office 365. Create instances using AWS EC2 to migrate physical servers. Install and Configure CentOS Distributions 5.X / 6.X for Proftpd, Samba and lamp servers. Implementation of Asterisk PBX and VOIP and SIP trunk Setup/Configuration for the company's phones. Provide second level support for Microsoft, Linux and Mac computers and all related applications. Systems Administrator Digital Latin America - Coral Springs, FL October 2011 to December 2013 Configure Linux Debian and Red Hat servers and provide support to Latin America clients in order to guaranteed delivery of content. Provides Technical Support to company's users and international users. Install and deploy desktops servers with VMware using vSphere and Vcenter Converter Standalone Client to migrate production machines. Install and configure Cisco Phones using the Cisco Unified Communications Manager. Create users accounts and access rights to multiple storage units for new employees. Write and execute security policies based on ITIL and SANS guidelines. Configure and monitoring security policies in the Fortinet Firewall. Install, configure, and maintain blade servers using the Cisco UCS Manager. Implement a Workflow System to optimize the information requests between departments using Joomla. In charge of installing new software applications, and deployment of new technology solutions. Including but not limited to Moves/adds/changes PCs/peripherals, etc. Responsible for buying new PCs, servers, printers, software, cisco phones, and other devices. Novus Systems - Lauderhill, FL October 2011 to October 2011 Supported and maintain Windows and Linux servers and network infrastructure. Executed OS Upgrades, configuration management, troubleshooting, performance analysis, disaster recovery planning and documentation for the clients. Designed, installs and supports organization's LAN WAN network segments, Internet & Intranet systems. Create user accounts, backup data, and raid configuration for large storage units. Trained users on basic use of hardware and software. Identified and removed computer viruses. Installed and configured of security cameras. Education B.S. in Information Engineering Technology Florida Atlantic University 2015 Neuroscience and Brain Computer Interfaces University of T bingen - T bingen, DE June 2011 A.S. in Computer Programming Palm Beach State College 2010 Skills MySQL, Android

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