

Technical Operations Engineer Technical Operations Engineer Technical Operations Engineer San Diego, CA I seek a systems administration position where I have opportunities to grow, work with driven people, take on challenging projects, and receive recognition for success. TECHNICAL EXPERIENCE Networking: Fortinet, Juniper, and Cisco IOS/CatOS switch configuration. Data Center: Router, switch, rack server installation, and cabling. Physical HVAC & power status monitoring. Server Configuration: Red Hat, Ubuntu, CentOS, Slackware, BSD, and SUSE Linux, VMware, and VirtualBox. Storage/Databases: Hadoop HDFS, MySQL, Impala, Raid configuration, and tape backup management. Monitoring: Microsoft SCOM, ipMonitor, Compuware Gomez, Uptrends, Splunk, Opnet, LibreNMS, Nagios, Grafana, Graphite, Pagerduty, StruxureWare. Programming: Ruby, Python, Node.js, HTML, JSON, Jekyll, Plone, Gulp, Markdown, Java Script, BASH, GIT. Documentation: Standard Operating Procedure authoring for break/fix tasks, installation guide creation, ticketed troubleshooting steps, interdepartmental process transition requirements, updating intranet wikis. Work Experience Technical Operations Engineer Nokia - Ann Arbor, MI December 2016 to May 2019 Primary engineer for software release upgrades, increasing our uptime by one 9 (hours to minutes). Hardware and software administration of Deepfield cluster infrastructure, providing network traffic analysis for ISPs. Virtual server cluster creation and management in AWS. Administration of Ubuntu server cluster via Salt, Docker tools, and Terraform. L3/L4 support for troubleshooting NetFlow, Cflow, DNSFlow, SNMP, BGP ingestion. Troubleshooting Cloudera HDFS/Impala, MySQL, Bird, Iptables, and Nginx services to maintain the data pipeline. Linux Systems Administrator DigiPen Institute of Technology - Seattle, WA July 2016 to November 2016 Monitored network, bandwidth, power, and HVAC status of the campus. Upgraded and configured Fortinet firewalls. Rebuilt and upgraded server environment for the accounting department. Managed student data backup tape rotation. Tested LibreNMS configuration for migration from Nigos. Datacenter Info Systems Analyst San Diego Supercomputer Center - San Diego, CA October 2015 to March 2016 Monitored network provisioning, bandwidth, power, and HVAC status. Maintained multi-tier physical and network security; ensured 99.9% uptime for mission critical enterprise servers. Remote hands support for clients: Server

installations, hardware reboots, remote troubleshooting, and human console. Hardware maintenance for Comet and Gordon supercomputers. Independent Contractor DevOps January 2015 to October 2015 Optimized HurlyMC web environment (Ruby, MySQL, Node.js, Jekyll) on CentOS for quick deployment using NPM, Bundler, and Gulp with supporting documentation and installation guide. Created and maintained development environment for testing changes before committing to Production. Managed web content changes for Hurley Medical Center, Flint Michigan. Managed content and documentation for development and production updates using Git version control. Created Plone content management site for project development. References available upon request bamwilson@gmail.com www.linkedin.com/in/brianwilsoninc Monitoring Administrator Bridgepoint Education - San Diego, CA October 2012 to January 2015 Lead Administrator for systems monitoring, design, and deployment for 3500 cross-platform server environments providing real-time monitoring for Web, SQL, Application, LDAP, VPN, SCCM, and MSMQ services using a combination of Microsoft SCOM, Solarwinds ipMonitor, Compuware Gomez APM, Uptrends, Splunk, and Opnet. Coordinated Critical Outage and Service Impact incident response across multiple departments: Service Desk issue reporting and notification procedures, engineering incident resolution, and summary reporting to department heads. Authored, organized, and maintained SOPs detailing company policies regarding service restarts, log maintenance, conference bridges, data center outage escalation, interdepartmental process transition, and inventory management in the company's SharePoint Wiki. Leveraged customized PowerShell/XML for automated systems monitoring and reporting. Customer Service Engineer American Internet Services - San Diego, CA October 2011 to October 2012 Monitored, remediated, and reported T1-T3 connections, network provisioning, bandwidth, power, and HVAC status. Maintained multi-tier physical and network security; ensured 99.9% uptime for mission critical enterprise servers. Remote hands support for clients: Server installations, hardware reboots, remote troubleshooting, and human console. Data scrubbing to ensure client data integrity when decommissioning hardware. Creation / removal of site access badges and site physical security checks. Helpdesk Technician Productivity Associates, Inc - San Diego, CA January 2011 to October

2011 Top performer at high volume call center, resolving 500 client phone requests and over 1100 tickets per month. Updated services, drivers, configurations and content on remote site servers and networks using a combination of Windows 7, remote desktop, and Cygwin (Linux environment emulation on a Windows based system). Troubleshoot, administered and maintained advertising A/V equipment and networks in 6500 retailers such as Walmart, Costco, Sam's Club, and SUPERVALU stores nationwide. Monitor system stability and performance using a suite of network monitoring tools including VNM, MNS and VSI. Instructor Able-Disabled Advocacy - San Diego, CA September 2010 to December 2010 Prepared students for Network+, and A+ certifications through hands-on labs. Created common network, hardware, and software issues to teach students troubleshooting best practices. Tested students in simulated diagnostics with Network, Bios, Internet browser, OS, hardware, and virus problems. Junior Associate Circuitegrity - San Diego, CA November 2009 to August 2010 Fielded all technical questions for Cisco switches, HP, Dell, and Sun servers, and other disparate technologies. On-site installation and repair of rack mounted servers, configuration, updates and patches. Installed system boot images for Cisco IOS and CatOS switches and VMware ESXi 3.5 and 4 on enterprise servers. Managed warehouse inventory and on-site sales; achieved highest grossing sales for the company. Education VMware Sales Professional VMware Partner University - San Diego, CA May 2012 Network+ Certification Colman College - San Diego, CA May 2010 ITT Technical Institute - Ann Arbor, MI 2004 Links <http://www.linkedin.com/in/brianwilsoninc>

Name: Jose Roberts

Email: schang@example.net

Phone: 975-927-9717x74072