T. Nichole Williams

tribecca@tribecc.us | (214)268-2350 | /in/trilliams

Certifications & Skills

- Red Hat Certified Systems Administrator
- Red Hat Certified Systems Administrator in Red Hat OpenStack
- Bash, core Java
- Systems administration
- Instructional design
- Lab environment design

Professional Experience

Linux Academy | Keller, Texas | July 2018 - Present

Technical Evangelist

- Attend and participate in meetups, conferences, and other speaking engagements
- Develop e-learning content including:
    - Instructional videos
    - Quizzes
    - Study guides
    - Supplemental study materials
- Develop and code of labs for OpenStack & OpenShift environments using Bash and Ansible.
- Assist students of varying technical levels in mastery of OpenStack, OpenShift and Docker concepts.

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Published Courses

- OpenShift on OpenStack November, 2018

Presentations & Videos

- (Hands-on Workshop) It's a PaaS - OpenShift vs. Kubernetes on OpenStack - OpenStack Summit Berlin 2018
- (Lightning Talk) Stacks on Stacks on Stacks - OpenShift, OpenStack, & Why They're Best Friends- OpenStack Summit Berlin 2018

Linux Academy | Keller, Texas | January 2017 - July 2018

Course Author / Training Architect

- Develop e-learning content including:
  - Instructional videos
  - Quizzes
  - Study guides
  - Supplemental study materials
- Develop and code of labs for OpenStack, OpenShift, and Docker environments using Bash and Ansible.
- Assist students of varying technical levels in mastery of OpenStack, OpenShift and Docker concepts.

Published courses:

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- Docker Quest - SpaceBones 2 - The Quest for More Yummies July, 2018
- CoreOS Essentials - April, 2018
- Linux Academy Certificate of Specialty in Platform-as-a-Service (ex280) prep course - November, 2017
- Linux Academy Red Hat Certified Engineer in Red Hat OpenStack (ex310) prep course - May, 2017
- OpenStack Essentials - February, 2017
- OpenStack Magnum Containers - January, 2017

Rackspace, Inc - San Antonio, Texas - December 2013 - November 2016

Cloud Virtualization Administrator

- Monitor and troubleshoot multi-tenant virtualized environments across several datacenter regions, using Openstack software, Xenserver and Xapi drivers.
- Assist customers with OS-level troubleshooting and configuration of both Windows and Linux environments.

Rackspace, Inc - San Antonio, Texas - November 2011 - December 2013

Customer Support Technician

- Manage, troubleshoot and configure shared Microsoft Hosted Exchange 2003, 2008 R2, and 2010 environment

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- Assist customers of varying technical skill with configuration on desktops and mobile devices.
- Manage and troubleshoot Linux-based Rackspace Email and assist customers with local configuration.
- Troubleshoot Blackberry Enterprise Server configurations.

Volt, Inc - San Antonio, Texas - March 2011 - November 2011

Technical Support Representative

- Assist customers of varying technical skill levels with troubleshooting and repairing home internet, VOIP phone and entertainment systems
- Management of a small team

Education

University of the Incarnate Word - June, 2009 - Bachelors of Arts

Open Source & Community Projects

- Contributor – OpenStack Magnum – Update code to function with Glance v2.0 API
- Contributor – OpenStack PackStack – Add dashboard integration for Magnum, Trove, Sahara, & Heat
- Documentation – Kata Containers – Reformat documentation
- Creator – Pink Penguins – Group for underrepresented groups in technical fields

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- OpenStack Track Chair – OpenStack Summit Berlin 2018 – Aid in selection & organization of speakers for the Container Infrastructure track

Organizations

- OpenShift Commons - May 2017 - Present
- OpenStack Foundation - April 2016 - Present
    - Active Technical Contributor
    - Active User Contributor
- Women of OpenStack - January 2016 - Present

Availability

- Available for relocation and travel
- References upon request