

# Robert Pannick

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## Summary

Throughout the years I have cultivated skills in configuration management, shell scripting, containerization, virtualization, troubleshooting, and performance tuning. In that time, I've gained expert knowledge in Ansible configuration management supplemented with practical knowledge of scripting languages including Shell, Ruby and recently Python. My responsibilities have also included supporting clients in Help Desk roles and as well as broader systems administration. These experiences have allowed me to develop a solid understanding of managing complex application environments.

In addition, I enjoy working with Linux for the purposes of audio production and sound engineering, experimenting with applications like Sonic-Pi to explore methods in musical composition and sound design. Most recently, I have been learning the art of Prompt Engineering, experimenting with various LLM applications and Persona Development.

I am eager to continue developing my skillset alongside dedicated peers who share the same passion for Open Source technology.

## Work Experience

### ## DevOps Engineer

FortyAU - Nashville, TN

August 2014 to November 2016

- Implemented HA production environment and CI infrastructure
- Employed Ansible for configuration management, automating deployment processes
- Orchestrated Docker containers and infrastructure deployment with Ansible playbooks
- Setup "small-office" services including OpenVPN, ZoneMinder, and File sharing

### ## Linux Systems Administrator

OnShored Development - Chicago, IL

July 2012 to June 2014

- Acted as a point of contact for clients, addressing inquiries, resolving issues promptly
- Provided application support, including installation, debugging & performance optimization
- Assisted clients with server configurations to host application.
- Supported variety of Linux distros (Red Hat, Ubuntu, Suse, etc)

### ## Linux Systems Engineer

Orbitz Worldwide - Chicago, IL

January 2011 to July 2012

- ESXi Virtual host environment support (production, development, QA)
- Assisted with management of DNS, DHCP, NFS services
- Crafted and maintained kickstart configurations for automated Linux installations
- Led initiatives to explore and experiment with provisioning tools, prominently including Cobbler

### ## Helpdesk Support Technician

University of Chicago Medical Center - Chicago, IL

September 2010 to October 2010

- Contract to supplement increased call volume during upgrade phase
- Assisted clients with login issues to EPIC EMR
- Provided support for Windows XP/Mac OSX 10.4 systems and applications.

### ## Telecommunications Administrator

Indium Corporation - Clinton, NY

February 2007 to August 2009

- Managed and maintained global voice network.
- Performed moves, adds & changes, system setup and routing to mobile phones
- Trained office staff on Blackberry usage and other general technology

## Certifications

Red Hat Certified Engineer 2013

Red Hat Certified System Administrator 2013