Robert Pannick

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Having worked in technology roles for over a decade, I've gained extensive experience with Linux systems and automation. I developed proficiency in core areas of Red Hat Enterprise Linux systems, measured by RHEL certification standards. Throughout the years I have cultivated skills in server deployment, storage management, virtualization, troubleshooting, and performance tuning. In that time, I've gained expert knowledge in Ansible configuration management supplemented with knowledge of scripting languages including Shell, Ruby and recently Python to optimize workflow in any given environment.

My responsibilities have also included supporting users 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 tools like Sonic Pi to explore methods in musical composition and sound design.

Most recently, I have been learning the art of Prompt Engineering, experimenting various techniques including Tree of Thought and Persona Development, developing methods to generate the most productive output using as few resources as possible.

I appreciate working collaboratively with teams to find solutions. I am eager to continue developing my skillset alongside dedicated peers who share the same passion for Open Source technology.

DevOps Engineer
FortyAU - Nashville, TN | August 2014 to November 2016
* Designed HA environment and CI infrastructure in Azure managed with Ansible for client application
* Managed PaaS accounts (OpenShift, Heroku) for client websites
* Set up "small-office" services, including OpenVPN and ZoneMinder

Linux Systems Administrator
OnShored Development - Chicago, IL | July 2012 to June 2014
* Provided Lisp application support
* Assisted clients with server builds to host applications, supporting a variety of distros
* Assisted clients with basic usage of application

Linux Systems Engineer
Orbitz Worldwide - Chicago, IL | January 2011 to July 2012
* Assisted with the management and maintenance of Linux virtual host environments (prod, dev, QA)
* Administrated internal DNS, DHCP, and NFS services
* Developed kickstarts for various deployment scenarios

Helpdesk Support Technician
University of Chicago Medical Center - Chicago, IL | September 2010 to October 2010
* Contracted 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, and changes, system setup, and routing to mobile phones
* Trained office staff on Blackberry usage and other general technology