

Robert “Bob” Johnston

bobjohnston@gmail.com | +14156026723

Professional Experience

Fauna, Inc.

San Francisco, CA 2017 — 2018

Systems Administrator

- Established and managed an inventory control system to efficiently track IT assets
- Developed workstation and accessory options for new hires, facilitating smooth onboarding
- Assisted production operations with IPSEC tunnel deployments into AWS.
- Utilized scripting skills for basic automation tasks

Fastly, Inc.

San Francisco, CA 2015 — 2017

IT Systems Administrator

- Migrated Atlassian services to “on-premises” versions on AWS, ensuring greater control and scalability
- Served as a point of escalation for the Helpdesk, resolving complex technical issues and providing guidance
- Mentored junior team members and contributed to the design and installation of AV equipment in conference rooms
- Demonstrated expertise across various aspects of corporate IT, business systems, and AV

Fauna, Inc.

San Francisco, CA 2009 — 2015

IT Systems Administrator

- Founding member of the IT team, instrumental to it’s growth as a global department
- Assisted the Helpdesk as the second point of escalation for end-user issues
- Key liaison to Facilities, Physical Security, Information Security, HRIS, and all engineering/operations teams
- Coordinated with vendors, internal teams, and stakeholders to meet project timelines and deliverables
- Planned and executed numerous critical cross-departmental projects:
 - The relocation of critical on-premises IT services to TwitterHQ on Market St with minimal downtime • Worked with AV Integrator to design and deploy a high end performance/broadcast level AV environment enabling more effective company-wide-communication (Weekly All-hands meeting, celebrity/musical guest performances, etc) • Partnered with the Helpdesk and AV teams to streamline and eventually templize regional/international distributed office deployments • Successfully evangelized and transitioned the company knowledge base and issue tracker from Trac to Atlassian (JIRA, Confluence, Crowd).
 - Worked with PMs and technical leadership to design and standardize the Software Development

Lifecycle processes within the Atlassian environment, including full shell and tooling support.

Skills

- General Systems Administration (Linux, Windows, MacOS)
- End User/Desktop Support
- Network Administration (layer 3, WiFi)
- Atlassian Suite (JIRA, Confluence, Crowd)
- Automation and shell scripting (Bash, python, AppleScript, Automator, Mac/iOS Shortcuts, Android Tasker)
- AWS Administration (ec2/VPC)
- Configuration management (Puppet)
- SVN/ GIT
- Basic SQL Administration (MySQL, MariaDB, Postgres)
- Corporate IT & Business Systems Administration (Google Workspace, O365, Okta)
- AV Integrations and Administration (Lifesize, Zoom)