

# Carl George

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## LINUX ENGINEER

I am a Linux geek who was lucky enough to turn my hobby into my job. A diverse background has allowed me to develop a troubleshooting skill set that allows me to adapt to new technologies. I am passionate about sharing knowledge through documentation, training, and mentorship.

## TECHNICAL SKILLS

### Package Management

- RPM ecosystem: yum, dnf, repoquery, rpmbuild, mock, creatrepo\_c
- Debian ecosystem: apt, apt-get, apt-cache, apt-file
- Arch ecosystem: pacman, makepkg, mksrcinfo, makechrootpkg
- Python ecosystem: distutils, setuptools, pip
- PHP ecosystem: pear, pecl

### Network Services

- webserver: Apache HTTPD, Nginx, Caddy
- databases: MySQL, MariaDB, MongoDB, Redis, PostgreSQL
- file servers: NFS, Samba
- mail: postfix, opensmtpd, dovecot

### Linux System Management

- disk partitioning and logical volume management
- filesystem creation and management
- Bash shell scripting
- Python scripting
- user and group management
- permissions management and access control lists
- cron job management
- Red Hat Cluster Suite
- systemd, Upstart, and SysVinit
- KVM and Xen virtualization
- Openstack client/API consumption
- Salt configuration management
- Ansible configuration management

### Hardware

- server and workstation maintenance
- RAID storage
- ethernet and fiber optic cabling
- network diagnostics

- electronic repair
- equipment inspection
- periodic maintenance tracking

## **Intangibles**

- passion to continue learning
- desire to solve problems and own issues until resolution
- strong written and verbal communication skills
- ability to communicate technical issues to nontechnical audiences

# **EMPLOYMENT HISTORY AND WORK EXPERIENCE**

## **RPM Development Engineer**

**Rackspace, 2014-present**

**San Antonio, TX**

- Created and maintained RPMs for IUS, EPEL, and Fedora.
- Enabled customers to use the latest PHP, Python, MySQL, MariaDB, HAProxy, Redis, and other software with RHEL and CentOS.
- Maintained build and repository infrastructure for the IUS project via Salt configuration management.
- Added new packages to IUS and EPEL based on customer and coworker request. Enabled better customer outcomes by having necessary software packaged and available.
- Collaborated with upstream projects to report and resolve bugs in packaged software.
- Created umirr, a mirror manager application written in Python.
- Created Jenkins jobs in Python and Bash.
- Customized JIRA instance to accurately reflect workflow. Used custom issue types, workflows, screens, fields, statuses, resolutions, and schemes.
- Wrangled issues in Bugzilla, GitHub, and JIRA as appropriate.
- Developed Drone CI plugin to build RPMs.

## **Linux Systems Administrator**

**Rackspace, 2011-2014**

**San Antonio, TX**

- Participated in training to earn Red Hat Certified System Administrator and Red Hat Certified Engineer certifications. Passed both tests on first attempt.
- Volunteered for various other training courses offered through the company, including classes on Apache, MySQL, advanced Linux troubleshooting, and Openstack.
- Triaged emergency situations for multiple customers during after-hours shift.
- Routinely performed senior level work as an entry level administrator.
- Promoted ahead of peers based on multiple strong performance reviews.
- Shared knowledge with peers by contributing to the company wiki.
- Mentored other administrators with formal and informal training to improve the overall technical ability of the support team.
- Balanced workload between ticket queue, phone calls, escalations, and internal projects.
- Helped customers architect long-term solutions to complex issues.
- Developed custom Bash and Python utilities for customers to automate repetitive tasks.

## **Electronics Communication Systems Maintenance Manager**

**U.S. Army, 2007-2011**

**Fort Sam Houston, TX**

- Lead team to complete a project involving installation of an unclassified ethernet network and a classified fiber optic network.

- Coordinated with civilian contractors to provide network administration, domain configuration, user account management, and program installation.
- Established standard operating procedure (SOP) for unit's wireless communication equipment, providing guidelines for configuration and issue of satellite phones, radios, and cellular phones.

### **Unmanned Aerial Vehicle Quality Control Manager and Systems Administrator**

**U.S. Army, 2005-2007**

**Fort Hood, TX, and Camp Taji, Iraq**

- Part of a maintenance team that ensured safe operation for over 18,500 combat flight hours of Shadow Unmanned Aerial Vehicle system.
- Performed troubleshooting and routine maintenance of Ground Control Station, including hardware maintenance, software patching, and network troubleshooting between Solaris and Windows.
- Selected as a Quality Control Manager over more experienced peers due to high level of proficiency.
- Trained five Technical Inspectors to assist in ensuring standard operating procedures were followed accurately and safely.
- Optimized unit's electronic maintenance system for technical accuracy and efficiency. Changes were later adopted by entire U.S. Army.

### **Intelligence Systems Maintainer Integrator**

**U.S. Army, 2003-2004**

**Fort Huachuca, AZ**

- Trained and tested on concepts including troubleshooting theory, analog and digital electronics theory, communications theory, computer architecture, operating systems fundamentals, and network infrastructure.
- Diagnosed malfunctions in electronic warfare systems and equipment located at fixed stations and remote sites.
- Lead maintenance team in a field exercise involving fault isolation, repair, and system reconfiguration in a high-stress environment.

## **TRAINING AND EDUCATION**

Linux Foundation Certified Engineer (**LFCE**), certificate LFCE-1500-0066-0200  
Rackspace, San Antonio, TX, 2015

Linux Foundation Certified System Administrator (**LFCS**), certificate LFCS-1500-0330-0100  
Rackspace, San Antonio, TX, 2015

Red Hat Certified Engineer (**RHCE**) for RHEL6, certificate 111-178-778  
Rackspace, San Antonio, TX, 2011

Red Hat Certified System Administrator (**RHCSA**) for RHEL6, certificate 111-178-778  
Rackspace, San Antonio, TX, 2011

Professional Leadership Development Course (**PLDC**)  
U.S. Army, Fort Hood, TX, 2007

Unmanned Aerial Vehicles (**UAV**) System Maintainer Course  
U.S. Army, Fort Huachuca, AZ, 2004

Electronic Warfare Systems Maintainer Integrator (**33W**) School  
U.S. Army, Fort Huachuca, AZ, 2004