Robert Call

10/23/21

**Mid Term Portfolio Rough Draft**

Link to my Github page: [charles120289/Linux-Admin-Portfolio (github.com)](https://github.com/charles120289/Linux-Admin-Portfolio)

Short Bio/Interests:

I currently Work in a Helpdesk position with a Company called Rmon Networks we are a MSP and work 90% remote. I’ve been with the company about 5 months now and it has really opened my eyes to how much in terms of knowledge and experience i was lacking. It has been a humbling and amazing experience with it being a smaller company no two days are the same. I’m currently in Linux Admin at Northern Essex Community College. My current interests are to learn more scripting as we use a backstage process at work which we can run scripts to push out patches or do clean up on systems while users are using them without disrupting workflow to the users.

Experiences so far:

Helpdesk has given me a grand number of experiences to name a few.

* How to work remote and walk-through users that can be across the country or down the road.
* How cloud storage works and how backups and permissions can make or break a company
* Managing users and trying to be polite even in high tension situations (customer service)
* Documentation and how it really is the foundation for making a process go from a detective work to a ten-minute process. (Explained more in my video)

1 Biggest Challenge so far?

Hands down has been two things managing burnout and Centos Server being connected to my host computer. Working in IT especially being new at it can cause burn out and to be honest coming home after eight straight hours on documenting, problem solving, staring at four monitors, to come home and then put the hours in to class work can be daunting when trying to not to get burned out. Centos 8 server has been a love/hate relationship as connectivity was an issue, I used Samba as a way to transport files between my host and server. This proved challenging as the setup was not a one click and done setup. I had to first get my Centos server to actually use its Ens33 ethernet connector it had a issue going to strictly unmanaged: the below picture would not show Ens33 only our IO: which prevented me from having access to my samba share folder:

Graphical user interface, application

Description automatically generatedGraphical user interface, application

Description automatically generated

My solution was in the form of using su to switch to root and use a command called nmcli networking on as this seemed to have fixed my issue permanently instead of just a short period of time. I had ruin this command sudo but was still denied and originally I had to setup samba from scratch again which was not efficient.

Text

Description automatically generated with medium confidence

2 Moment you were most proud of so far.

I have to say less technical more personal I’m currently catching up on a lot of work as I had a few personal events that have thrown a monkey wrench into my workflow. I have almost everything besides awk and networking done for lab assignments I just need to do citations and double check work. Time management has been key and using resources like asking coworkers on how similar things are setup at work and ideas on structures to use. With all that currently ill be caught up in a few days. I’m most proud of this because I have taken examples and experience from my job and applied them to the class not focusing on six things at once but slowly knocking away at things and documenting everything to make remembering and workflow easier. Time management has been crucial as just a hour in the morning to finish up one more question on a assignment or watching/reading class material on my lunch at work. This has freed up the extra time needed to put the hours into testing and working on the servers, assignments, and over all preventing burnout.

3 One thing you will do to improve for the second half of the class

I would like to start putting in little extra things not just what is required for the assignment. What I mean by that is start adding my own touches to the servers as I build them, I’m discovering new things may it be networking or changing features of the server. I also like some of the profiles I’ve seen for Github and I would like to make that more presentable and professional.

4 One new thing you've learned so far

File Management A picture containing logo

Description automatically generated

Text

Description automatically generated with medium confidence

As Normally this would be a whole bunch of random .sh scripts or test files. This makes organizing and getting work out in a more efficient way instead of trying to remember where I put that file and why it would be there. As I’ve learned in this class and at work names and structures should have meaning a purpose to them much like how and why we put comments on our scripts and code to help us and others see what we were thinking at the time of the creation of the code and where it was going.

This also includes keeping screen shots and work on the host orderly too.

Graphical user interface

Description automatically generated with medium confidenceA screenshot of a computer

Description automatically generated with medium confidence

5 One thing you want to add or change to make this portfolio better for the final

I want to make this Portfolio feel and look more professional I believe adding a layout to GitHub or maybe a website for this portfolio would be a nice touch and give it that professionalism.