Daryl Lundy

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About

Technical Support Specialist skilled in managing complex website migrations, Linux system administration, and optimizing server performance and security. Proven ability to troubleshoot intricate technical issues, enhance system reliability, and deliver exceptional customer support. Experienced with cloud platforms (AWS), DevOps tools (Terraform, Docker), web technologies (WordPress, Shopify), and networking fundamentals. Adept communicator dedicated to improving client satisfaction through proactive technical solutions.

Work Experience

Freelance   **Los Angeles, CA**
Technical Consultant   Jan '22 - Present

· Optimized cloud environments, enhancing infrastructure reliability and security for small businesses and individuals.
· Enhanced WordPress performance by reducing load times and optimizing database queries.
· Deployed and customized Shopify stores, integrating them seamlessly with existing business operations.

GoDaddy   **Los Angeles, CA**
Technical Account Manager II   Jul '18 - Nov '21

· Provided technical support for WordPress, Magento, Joomla, and custom websites, successfully resolving server configuration issues and managing version upgrades.
· Managed Linux environments (CentOS, Ubuntu, Debian) by executing software installations, updates, and security patches while optimizing Apache, MySQL, and Nginx, improving system performance and scalability.
· Enhanced server infrastructures by implementing effective resource management and performance tuning.
· Cultivated and maintained strong client relationships through proactive phone, chat, and ticketing communication.

Media Temple / GoDaddy   **Culver City, CA**
CloudTech Support Engineer II   Feb '16 - Jul '18

· Conducted thorough server audits that led to identifying and removing crypto miners and malware.
· Performed software installations, conducted security audits, and managed data backup and restoration processes, enhancing system reliability and security for clients.
· Provided expert support in Linux system administration, focusing on performance tuning and optimizing server environments using tools like Nginx and MySQL.
· Successfully migrated customer web applications to new servers, resolving technical issues and ensuring a seamless transition.

Media Temple   **Culver City, CA**
Customer Support Agent II   May '14 - Feb '16

· Created a web-based training game using JavaScript, HTML, and CSS, improving onboarding efficiency and increasing new support agents' command line navigation skills.
· Resolved complex customer inquiries regarding servers, email, and billing, achieving a 97% satisfaction rate through targeted problem-solving and clear communication.
· Assisted clients in resolving website and server issues, successfully reducing troubleshooting time and improving customer satisfaction ratings.
· Conducted routine maintenance and upgrades on client domains, ensuring reliability and seamless operation for high-traffic websites.

Skills

Technical Support & Customer Service: Help Desk Software · Remote Desktop · Remote Support Tools · Ticketing Systems · User Training

Operating Systems: Linux · macOS · Windows OS

DevOps & Automation: Ansible · Bash · Docker · Github · GitLab · Terraform

Web Development: API Integration · CSS · Git · HTML · JavaScript · PHP · Python · WooCommerce · WordPress

Networking: DHCP · DNS · Firewall Management · TCP/IP · VPN

Databases: Microsoft SQL Server · MySQL · SQL

Security: Antivirus Solutions · Backup Solutions · Data Security · Disaster Recovery · Malware Analysis

Troubleshooting & Performance: Data Recovery · Hardware Diagnostics · Patch Management · Performance Monitoring · Performance Optimization

Cloud: Amazon Web Services (AWS) · Cloud Services · SaaS Applications

Virtualization: Docker · VirtualBox · VMware

Media & Content Creation: Live Video Streaming · Video Editing

Web & Application Servers: Apache · Nginx