Iris Felshman

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Github: https://github.com/echoe

Experience

October 2012 - PRESENT
WiredTree, Chicago | Linux Systems Administrator, Level 3
At this job, I am one of the people answering support tickets opened for our 5000+ servers. I was hired as a Linux neophyte, but have been able to expand my knowledge over time to a point where I have been the senior administrator on shift for over a year now - I help and guide others, as well as make changes myself. My current duties include:
- Answering a variety of helpdesk queries in a timely fashion and resolving server configuration issues - Apache, MySQL, Exim, Bind, cPanel on CentOS 5/6/7 servers
- Building and fixing physical customer servers and troubleshooting physical hardware issues, including resolving RAID problems (Software and Adaptec/LSI/Acera RAID cards), swapping parts, reimaging disks, troubleshooting obscure boot issues, etc.
- Fixing a wide variety of software problems in bash, PHP, Python, and a world of different internal configurations (Magento/WordPress/Joomla/etc., Redis/Memcached/etc.)
- Writing a number of small scripts and how-to guides for our internal documentation to improve our methods: these are on my website and github, listed above.
- Assisting colleagues with queries and guiding them to (and sometimes through) correct solutions

May 2010 - May 2011
Barbara's Bookstores, Chicago | Bookseller
At this job, I was responsible for selling books to clients by making suggestions and engaging in discourse about books. I was also maintaining the store - dusting, facing books, disseminating new stock, etc.

Education

May 2012 - August 2012
The Learning House | TEFL Certificate for Teaching English as a Foreign Language
I earned this certificate in order to expand my ability to talk to groups and explore the world - I started it being completely unable to give a presentation, and ended up passing the class! This helped me in my pursuit of a number of soft skills - talking to groups and teaching - that I continue honing to this day.

January 2010 - May 2012
University of Illinois at Chicago | Bachelor of Arts in Liberal Arts and Sciences
I earned a bachelor's degree in English with a concentration in British Literature. I also completed a number of math and computer science classes before deciding that English better fit my life goals at the time.

Skills

Systems: Linux (CentOS)
Services: Apache, Memcache(d), Zend Opcache, APC, BIND, OpenSSH, CSF, Nagios
Tools: git, cPanel, r1soft, Confluence, Jira
Languages: Bash, Python, PHP

Hobbies

Outside of work I keep busy by playing music, purchasing and configuring various electronics, reading a lot of books, and writing - mainly poetry, but some fiction and essays. I also have a personal server which I have ZNC running on within a docker container, as well as a few other docker containers that I spin up/down for testing purposes (httpd and PHP7, nginx, etc).