

Iris Felshman

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Experience

October 2012 - PRESENT

WiredTree, Chicago | Linux Sysadmin, Level 3

At this job, I am one of the people answering support tickets 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 can do my job more than adequately (as the senior admin on shift) and guide others. 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
- 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 the ability to talk to groups and explore the world. Many of these skills continue to assist me in my current day to day life.

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, though I could have gotten it in any concentration. Studied math and computer science as well.

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 guitar/piano and singing, purchasing and configuring various electronics, reading a lot of books, and writing - mainly poetry, but some fiction and essays. For tech-related things, 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).