Iris Felshman

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**Github:** <https://github.com/echoe>

# Experience

## October 2012 - PRESENT

### WiredTree, Chicago│Linux Sysadmin, Level 3 At this job I am responsible for helping to watch over 5000 servers and site configurations - I’ve been able to expand and grow my skills over time and through repeated use. My 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, 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 - cleaning/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.