

# Ethan R. Jones

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Greater Pittsburgh Area

## ABOUT ME

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IT Support specialist with a life-long passion for Linux and technology with experience in a HIPAA compliant healthcare environment. I am seeking a Systems Administration position focusing on Linux platforms.

## EXPERIENCE

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### **Premier Inc., Oct 2022 -** *IT Support Specialist*

- Fulfill tickets on the Service Now Platform which include user provisioning, account resets, along with software and hardware troubleshooting.
- Handle essential claims loading duty on a strict timeline while verifying correctness and ensuring automations are functional.
- Learn healthcare jargon and processes on the job while creating documentation for new processes.
- Create, migrate and optimize Azure pipelines for claims processing.

## EDUCATION

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### **Cumberland Valley High School** *2012 - 2016* Founded Linux Club

## RELEVANT SKILLS

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- Linux
  - Personal use of Ubuntu and Fedora Linux.
  - Professional use of Red Hat Enterprise Linux.
- \*BSD
  - Experience with pfSense and TrueNAS FreeBSD appliances as routers and storage solutions, respectively.
  - Professional and personal use of OpenBSD.
- Windows
  - Administrating Active Directory servers.
  - Automate Active Directory servers using PowerShell.
  - Familiarity with the Microsoft Office suite.
- Docker
  - Used extensively in home-lab setup for reproducible builds.
  - Professional use in Azure Pipelines and automation.
- Remote Work
  - A consistent track record of productive work in a remote setting.
  - Takes remote workspace very seriously and personally optimizes hardware and software utilities.
- Healthcare Applications
  - Healthpac: Daily skillful use of our legacy claims processing application in a transitory period.
  - Javelina: Current hosted claims processing application.
  - EDIGate: Service used as a translation gateway for legacy and modern claims files.
  - Auditing: When provisioning accounts ensure all permissions meet and exceed regulatory standards.
- Salesforce
  - Managing user accounts in Salesforce CRM.
  - Build out new access for users using HIPAA compliant applications.
  - Fulfilling user tickets using policy-bound roles and profiles.
- Cloud Computing
  - Azure: Used in a professional capacity to migrate legacy infrastructure.
  - Digital Ocean: Personal conventional VPS choice, automated with Terraform.
  - Fly.io: Upstart serverless hosting platform.

## PROJECTS AND MERITS

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- Home-lab
  - Maintained a home-lab of various stacks for personal education.
  - Integrated the skills above to make a stack of containerized applications that was deployed with Docker Compose to auto-scale, update and configure automatically.
  - Used both VMware ESXi and Proxmox as virtualization hosts.
  - Networking setup using Ubiquiti's Unifi routing software.
  - Extensive use of the enterprise grade filesystem ZFS.
- Code Contributions
  - Code accepted into the Guix Linux distribution.
  - Code merged into the postmarketOS Linux distribution.
- North Hills Christian Church
  - In charge of maintaining essential AV computer used for multimedia presentations.
  - Delivers food weekly to Church's food bank.
- Boy Scouts of America, National Court of Honor
  - Certificate of Merit, *Lifesaving*.