

Ethan R. Jones

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ABOUT ME

Junior IT Support specialist with a life-long passion for Linux, technology and music. Has many years of working in fast paced, high stress, customer-focused environments.

Currently living in Pittsburgh, willing to relocate.

RELEVANT SKILLS

- Linux:
 - Specializing in Ubuntu with standard Linux utilities, programs and scripts.
- FreeBSD:
 - Experience with pfSense and TrueNAS appliances as routers and storage solutions, respectively.
- Docker:
 - Used extensively in home-lab setup for reproducible builds.
- ZFS:
 - Enterprise grade file-system deployed in my home-lab.
- Remote Work:
 - A track record of productive work in a remote setting.
- Salesforce:
 - Manage the Salesforce CRM and users.
- Commonwealth Computing:
 - Hands-on experience with Commonwealth computer assets.
- Digital Ocean:
 - Preferred cloud hosting provider, automated with Terraform.

PROJECTS AND MERITS

github.com/ethanrjones97

- 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.
 - Networking setup using pfSense router software and Ubiquiti access points.
- Code Contributions:
 - Code accepted into the Guix Linux distribution.
 - Code merged into the postmarketOS Linux meta-distribution.
- Boy Scouts of America, National Court of Honor:
 - Certificate of Merit, Lifesaving.

EXPERIENCE

Premier Inc.

IT Support Specialist

Support the IT division in a fast, compliant manner.

- Fulfill tickets on the Service Now Platform.
- Manage users on the Salesforce, HEALTHPac and EDIGate internal platforms.
- Assist the EDI division in troubleshooting.

Fine Wine and Good Spirits

Liquor Store Clerk, August 2019 - October 2022

Handle all daily operations of the store.

- Stocking, scanning and managing the Commonwealth's product.
- Independent time spent researching product to help assist customers with shopping.
- Carry out daily maintenance of the Store.

EDUCATION

Cumberland Valley High School

Graduated 2016

Founded Linux Club