# HENRY ADDO

## LINUX SUPPORT ENGINEER /LINUX SUPPORT TECHNICIAN (RHEL)

ADDOH55@GMAIL.COM
REMOTE - WORLDWIDE
GITHUB.COM/HENRYADDO

## PROFESSIONAL SUMMARY

Linux Support Engineer with hands-on experience supporting RHEL-based systems through structured troubleshooting workflows. Skilled in systemd, journalctl log analysis, LVM storge management, SELINUX fundamentals, networking diagnostics, Bash scripting. Experienced in issue of intake, incident triage, evidence collection, root cause analysis, remediation, and documentation using case-based simulations aligned with MSP and enterprise Linux support environments. Actively pursuing RHCSA EX200 certification.

## TECHNICAL SKILLS

Operating Systems: RHEL, CentOS, Rocky Linux, Alma Linux
Troubleshooting: systemd, journalctl, log analysis, incident triage, root cause analysis
Networking & Services: SSH, ports, IP addressing, ip, ss, firewalld
Storage: partitions, LVM, mounts, disk/inode analysis (df, du, lsblk, fdisk)
Security: SELINUX fundamentals, restorecon, semanage
Scripting & Text Tools: Bash, grep, awk, sed, find, cut

## EXPERIENCE

2025 – Present

**Linux Support Case Practice – Home Lab & GitHub**
Environment: RHEL-based VMs, systemd services, firewalld, LVM, SSH administration

- Resolved 15+ simulated Linux support incidents modeled after MSP and enterprise scenarios
- Used structured workflows: intake, triage, evidence collection, RCA, remediation, documentation
- Diagnosed service failures using systemctl status, journalctl, process inspection, and exit code analysis
- Troubleshot disk space, inode exhaustion, and permission issues using df, du, chmod, chown, lsblk, and LVM tools
- Investigated network/service availability using ip, ss, and firewalld validation
- Documented findings, fixes, and preventative actions in GitHub for repeatability and audit review
- Reduced simulated MTTR BY ~60% by standardizing triage steps and Bash automation

## EDUCATION

April 2026

**Red Hat Certified System Administrator (RHCSA – EX200)**
Exam Scheduled: April 2026

## SUPPORT-FOCUSED PROJECTS

**PulseGrid – Linux Monitoring and incident Triage**

- Monitors disk usage and critical service health
- Collects logs and system state for triage and root cause analysis
- Built with Bash + systemd services/timers

**PulseGuard –Automated Service Recovery**

- Detects failed systemd Services and performs controlled recovery
- Validates post- recovery state and logs actions

**PulseSafe –Host Isolation and Backup Validation**

- Detects abnormal system conditions
- Applies temporary host isolation using firewalld
- Creates and validates local backups using tar

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