Jason E. Parks

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OBJECTIVE

Jason Parks is experienced with Red Hat, Debian, and Suse distributions of Linux, and Microsoft Windows. His Linux knowledge includes Spacewalk/Red Hat Satellite 5, Katello/Red Hat Satellite 6, FreeIPA, Puppet and scripting languages Shell, Python, and Perl, and is coupled with extensive Dell PowerEdge Server experience. Jason has evidenced his expertise by achieving the vendor certifications, Red Hat Certified Engineer, Novell Certified Linux Administrator and Novell Datacenter Technical Specialist.

COMPUTER SKILLS

Languages & Software: Advanced: Bash, Puppet DSL. Beginner: Perl, Python
Operating Systems: Microsoft Windows, Red Hat Enterprise Linux, Debian Linux, SuSE Linux, Solaris and IBM AIX
Open Source Projects: Advanced: Puppet, Spacewalk, Katello, Pulp, Beginner: Redis, Elasticsearch, Logstash, Openstack
Cloud Providers: Linode, Google Compute, Amazon Web Services

EXPERIENCE

Committee Member — May 2014 - Present
The Linux Foundation Item Writing Committee - LFCE Program
- Insuring the alignment of exam content with the the exam content blueprint.
- Creating and approving certification exam questions and recommending an exam cut score.
- Approving the equivalence of exam forms.
- Annually reviewing item and exam performance and revising exam items to meet psychometric requirements.
- Unable to hold either Certification within three years of exam launch as a result of serving as an item writer.

System Administrator — July 2017 - Present
Integris Health Inc
- Provides highly responsive support to local IT teams
- Microsoft Azure Admin, migrated from classic to ARM resources for the entire software stack
- Main tasks include support of Linux servers, SELinux adoption, systems management, provisioning of new systems and software fixes
- Identify and attack CVEs as they're deployed, focusing on a highly secure environment for healthcare information
- Replaced BOKS with Red Hat Identity Management for Active Directory authentication in Linux
- Manages Red Hat Enterprise Linux subscriptions and licensing.
- Maintains Ansible and Puppet code in git repositories.
- VRealize Automation via service now

System Administrator   July 2013 - July 2017
Seagate Technology
- Provides highly responsive support to local IT teams
- Main tasks include support of Unix servers and operating systems, systems management, provisioning of new systems, hardware repairs and software fixes
- Deployed Red Hat Satellite 6 for systems lifecycle management. Brought patching infrastructure up to date. Utilizes ITIL standards
- Deployed and manages Red Hat Identity Management (FreeIPA) for all unix systems
- Deployed Red Hat Enterprise Virtualization cluster to provide lower cost alternative to vmware virtualization.
- Manages Red Hat Enterprise Linux subscriptions and licensing.
- Deployed Openstack Kilo environment for development testing.
- Maintains code in git repositories.

Enterprise Product Engineer   March 2011 - July 2013
Dell Corporation
- Work complex customer technical issues with Linux and Virtualization OS.
- Provide remote diagnostic support of Dell Enterprise Environments.
- Document problems, diagnostics, interactions, and solutions.
- Ensure a total solution to technical needs have been met.
- Vendor escalations to hardware and software vendors when a bug is found.
- Monitor and track issues to ensure accurate resolutions.
- Educate customers about system management solutions.

Field Service Technician II   June 2009 - Feb 2011
Atlantic City Coin and Slot
- Provided technical / help desk support to casino customers.
- Troubleshot Slot Machines, including network connections, player tracking system connectivity, hardware, software (Linux and Windows XP Embedded)
- Traveled around state of Oklahoma servicing casinos.
- Maintained license with tribal and state gaming commissions.

Slot Technician   Oct 2008 - Jun 2009
Lucky Star Casino
- Responsible for 1,500 machines of various types and manufacturers to include moves, adds, changes, removals and preventative maintenance
- Reconfigured for W2G and EFT.
- Repaired monitors, printers, DBA readers, and doors as needed. Ensured connectivity for wide area bonus machines. Replaced fiberoptic cables for connectivity.
- Lucky Star Casino utilizes the TableTrac tracking system.
- Tasked with troubleshooting POS/Machine Malfunction forms and ensuring customer satisfaction for over 6,400 customers monthly
- Provided customer complaint resolution and administrative support for security and surveillance and Technical Support departments