

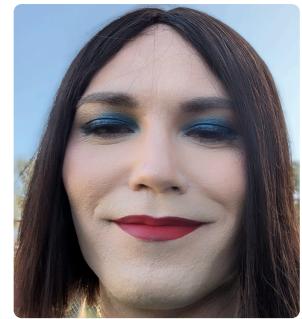
Jessica Sloan

Senior Infrastructure Engineer

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I am a infrastructure engineer with a passion for problem solving and automation, with a background in computer science.

SKILLS

Automation & DevOps

Azure DevOps | Bash | Chef | Git |
Packer | Powershell | Ruby | TFE

Linux System Administration

Management | Monitoring | RHEL |
Scripting | Security | Ubuntu

WORK EXPERIENCE

Senior Infrastructure Engineer at H&R Block

Jun 2019 - Current

📍 Remote ↗ <https://www.hrblock.com/>

- Generate golden VM images for the company using Packer.
- Assist in developing and documenting company standards for Chef.
- Assist in design, and maintaining our pipelines.
- Created many Inspec profiles.
- Maintain and support Linux and Windows operating systems.
- Diagnose and resolve a wide range of issues and services.

Level 1 Support Technician at Codero

Jan 2018 - May 2019

📍 Overland Park, Kansas ↗ <https://www.codero.com/>

Codero a web hosting company based out of Austin Texas. They offer everything from cloud computing to high-performance dedicated servers.

- Support Customers via Phone, Live Chat, and Ticketing system.
- Support Linux and Windows operating systems.
- Support cPanel/WHM & Plesk control panels.
- Diagnose and resolve a wide range of issues and services.

Compliance Specialist/Linux Support Analyst at A2 Hosting

Dec 2013 - Jul 2017

📍 Remote ↗ <https://www.a2hosting.com/>

A2 Hosting a web hosting company based out of Ann Arbor Michigan. They offer everything from a basic website to high-performance dedicated servers.

- Worked remotely from home.
- Supported Customers via Phone, Live Chat, and Support Tickets.
- Monitored Exim mail queues and logs for spam and other malicious activity using nagios.
- Monitored our IP address for blacklisting issues and handled them based on our policies.
- Document procedures and policies for compromised accounts and blacklisting issues.
- Reviewed abusive accounts and proceeded accordingly per our procedures and policies.
- Worked with 3rd party abuse companies to take down malicious sites.
- Created bash scripts to automate information gathering from logs.
- Migrated client cPanel accounts from other hosts to our servers and internally.
- Provided server-side support for hosting services.

EDUCATION

Bachelor - uncompleted CIS concentrated in Cyber Defense at Baker College of Flint

2011 - 2014

High School IT and Cisco Systems at Four County Career Center

2007 - 2009

AWARDS

Collegiate Cyber Defense Competition at National CCDC

2013

Regional contestant

PC Servicing & Troubleshooting at Business Professional of America

2009

State contestant

PC Servicing & Troubleshooting at Business Professional of America

2008

State contestant

CERTIFICATES

[Linux+](#) CompTIA

2017-10-27

[LPIC-1](#) LPI

2017-10-27

[Certified Solutions Architect - Associate \(SAA\)](#) AWS

2019-02-15

REFERENCES

Available upon request.