Jonathan Sloan

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in LinkedIn (https://www.linkedin.com/in/jonathan-sloan-52a808146)

○ GitHub (https://github.com/jsloan117)

👤 ABOUT

A Certified Linux System Administrator with experience in the daily operations, support and maintenance for Linux operating systems, and servers. Managed web services and providing support for Linux system-related issues and requests for all clients.

🏢 EXPERIENCE

Compliance Specialist, A2 Hosting (https://www.a2hosting.com/)

June 2015 — July 2017 ⊘ 2 years

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.
- Helped to document procedures and policies, regarding compromised accounts and blacklisting issues.
- Reviewed abusive accounts and proceeded accordingly per our procedures and or policies.
- Worked with 3rd party abuse companies to take down malicious sites.
- Created bash scripts to help automate and obtain information from logs.

Linux Support Analyst, A2 Hosting (https://www.a2hosting.com/)

December 2013 — June 2015 ⊘ a year

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.
- Migrated client cPanel accounts from other hosts to our servers as well as internally.
- Assisted customers with pre-sales and sales questions.
- Provided server-side support for hosting services.
- Review abusive accounts and proceed accordingly.
- Work with 3rd party abuse companies to take down malicious sites.

🎓 EDUCATION

Computer Information Systems concentrated in Cyber Defense, Bachelor

2011 — Present ⊘ 6 years

Baker College

Cisco Systems and general IT

2007 — 2009 ⏱ 2 years

Four County Career Center

</> SKILLS

Linux Systems Administration

CentOS Ubuntu Scripting Management Monitoring Security

Troubleshooting Services

DNS HTTP POP3/IMAP SMTP FTP MySQL

General IT

Networking Technical Support Computer Repair Troubleshooting Hardware & Software Customer Service Documentation Software Installation

Automation & Development

Bash Git

🏆 AWARDS & CERTIFICATIONS

Linux+, CompTIA

Certified on: Oct 27, 2017

LPIC-1, LPI

Certified on: Oct 27, 2017

Collegiate Cyber Defense Competition, National CCDC

Awarded in: 2013

Regional contestant

PC Servicing & Troubleshooting, Business Professional of America

Awarded in: 2009

State contestant

PC Servicing & Troubleshooting, Business Professional of America

Awarded in: 2008

State contestant

❤ INTERESTS

DevOps & Development

Chef Automation CI pipeline Cookbooks Inspec Ruby

Linux Administration

Bash Scripting | Installing & troubleshooting software

LANGUAGES

English, Native speaker

REFERENCES

— Available upon request.