Skills Overview

Professional

Certified Linux System Administrator with experience in the daily operations, support and maintenance for Linux operating systems and servers. Managed Web Services and provide support for Linux system-related issues and requests for clients.

Technical

* Linux – CentOS / Ubuntu
* Bash Scripting, Management, Monitoring, Security, Git
* Troubleshooting Hardware & Software, Networking, Technical Support, Computer Repair, Customer Service, Documentation, Software Installation
* DNS, HTTP, POP3/IMAP, SMTP, FTP, MySQL

Experience

Codero Hosting Jan 2018 – Present

Technical Support Analyst Jan 2018 — Present

* Supported Customers via Phone, Live Chat, and Support Tickets.
* Support Operating systems that are based on Linux & Windows.
* Support cPanel/WHM & Plesk control panels.
* Troubleshoot multitude of issues and services.

A2 Hosting Dec 2013 – July 2017

Compliance Specialist (remote) Jun 2015 – Jul 2017

* 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.
* Created bash scripts to help automate and obtain information from logs.
* Reviewed abusive accounts and proceeded accordingly per our procedures and or policies and worked 3rd party abuse companies to take down malicious sites

Linux Support Analyst (remote) Dec 2013 — Jun 2015

* 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.

Education, Certifications and Training

Education

* Computer Information Systems (concentration in Cyber Defense) – Baker College
* Cisco Systems / General IT – Four County Career Center

Certifications

* SAA, AWS - 2019
* LPIC-1, LPI - 2017
* Linux+, CompTIA – 2017