

Jonathan Sloan

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 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

Level 1 Support Technician, Codero (<https://www.codero.com/>)

January 2018 — Present 🕒 a year

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

- Support Customers via Phone, Live Chat, and Ticketing system.
 - Support Operating systems that are based on Linux & Windows.
 - Support cPanel/WHM & Plesk control panels.
 - Troubleshoot multitude of issues and services.
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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.
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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 — 2016  4 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

Certified Solutions Architect - Associate (SAA), AWS

Certified on: Feb 15, 2019

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.