

Joshua SNIDER

PERSONAL

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WORK EXPERIENCE

<i>Current</i> AUG 2015	Systems Engineer at IBM <i>Cloud Video Unit</i> Provide application-level and infrastructure-level support for a SaaS application in the cloud. Responsibilities include bug triage and mitigation in a production environment; deploying, upgrading, and maintaining all development, QA, pre-production, and production environments.
MAR 2015 - AUG 2015	NOC Engineer at CLEARLEAP <i>Video-On-Demand Support</i> Provided logistical support for Video-On-Demand content by troubleshooting and resolving incidents involving distribution to, and ingest from, clients. Responsibilities also included provisioning replacement servers for clients when necessary.
OCT 2014 - MAR 2015	Jr Systems Engineer at CLEARLEAP <i>Contractor</i> Provisioned Edge Exchange servers to be shipped to clients' datacenters for distribution of Video-On-Demand content. Handled inventory, repair, and replacement of Edge Exchange servers.

SKILLS

Operations

BASIC KNOWLEDGE: Docker, Puppet, PostgreSQL
PROFICIENCY: Ansible, Terraform, BASH

Cloud Platforms

BASIC KNOWLEDGE: OpenStack, Digital Ocean, SoftLayer
PROFICIENCY: AWS

Operating Systems

BASIC KNOWLEDGE: Windows XP - Windows 8.1, RedHat-based Linux Distros
PROFICIENCY: Debian-based Linux Distros

Development

BASIC KNOWLEDGE: Python, Git

EDUCATION

MAY 2014 **Michigan Technological University**
Bachelor of Science
Computer Networking & System Administration
Featured Coursework: Linux Administration, Windows Administration, Directory Services, Database Management, Web Services, Storage Area Networking, Project Management, Advanced Scripting, Mobile Computing, Web/App Server Administration, and Network Engineering