Joshua SNIDER

PERSONAL

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WORK EXPERIENCE

Current
AUG 2015

Systems Engineer at IBM
Cloud Video Unit

Provided application-level and infrastructure-level support for an agile-developed 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
Video-On-Demand Support

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
Contractor

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, Jenkins
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