

Alex Kraker

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Dedicated problem solver with over 5 years of experience as a Linux System Administrator and Systems Engineer. Proficiently managed and ensured the uptime of 800+ cloud servers, consistently achieving an SLA uptime of 99.5% or better and 99.95% or better for high-availability systems. Recognized as an Ansible automation subject matter expert (SME), proficient Kubernetes administrator, and seasoned Jenkins CI administrator, having contributed nearly 10,000 lines of code across 10 diverse projects, including 4 successful 'greenfield' initiatives that supported core infrastructure.

Experience

Linux System Administrator

[Avvale](#) | Tulsa, OK

March 2023 – Present

- Engineered a Teleport cluster on Kubernetes using Helm, Ansible, and AWS Elastic Kubernetes Service for Identity Management.
- Automated configuration and patch management for Linux and Windows servers with Ansible and Jenkins CI.
- Developed automated deployment and configuration of Jenkins CI server and Ansible Control Node for CI/CD.
- Configured and maintained Pacemaker clusters on RHEL & SLES for high-availability SAP solutions.
- Managed and optimized Red Hat, SUSE, and Ubuntu servers across AWS, Azure, and GCP.
- Developed custom solutions, including IBM DB2 backups on GCP and Prometheus & Grafana integrations for monitoring & alerting.

Managed Hosting Analyst I & II

[InMotion Hosting](#) | Denver, CO

April 2021 – February 2022

- Oversaw, configured, optimized, and resolved issues on Linux web-hosting servers, primarily cPanel-based and running LAMP stacks on CentOS or CloudLinux.

- Proficiently installed, configured, and optimized a range of software and systems, including Nginx, Apache, LightSpeed HTTPD, MySQL, PostgreSQL, Varnish, PHP, BIND, FTP servers, Exim SMTP server, Dovecot IMAP server, cPanel, ConfigServer Security and Firewall (CSF), and Advanced Policy Firewall (APF).
- Leveraged virtualization technologies like OpenStack and Virtuozzo.
- Demonstrated expertise in troubleshooting DNS and computer networking issues.
- Designed and implemented Cisco ASA firewall solutions.
- Managed, troubleshot, and optimized PHP-based Content Management Systems, such as WordPress, Drupal, Joomla, and Magento.
- Co-authored the “Jr. Linux Sysadmin Pipeline” program to enhance the skills development of aspiring Linux Sysadmins.
- Acted as an escalation point for Sales, Advanced Support, and Technical Support teams.

Advanced Product Support Specialist

[InMotion Hosting](#) | Denver, CO

September 2020 – April 2021

- Provided advanced support as a Jr. Linux System Administrator for standalone cPanel web servers, both on dedicated hardware and in virtualized environments.
- Served as the escalation point for Technical Support Specialists.
- Contributed as an internal knowledge base editor and consultant, facilitating the migration of the entire internal knowledge base to Zendesk “Guide.”

Technical Support Specialist & Technical Support Specialist Expert

[InMotion Hosting](#) | Denver, CO

November 2019 – September 2020

- Excelled as a first-tier technical support expert for shared web-hosting and standalone cPanel web servers in a virtualized environment.
- Managed the “Temporary Remote Helpdesk,” providing support for remote connectivity issues, RDP, and VOIP troubleshooting, with hands-on resolution for both Windows and macOS systems. Played a crucial role in resolving network connectivity problems during the abrupt transition to remote work due to the COVID-19 Pandemic.
- Trusted internal knowledge base editor.

Freelance Web Developer and System Administrator

Sole Proprietor | *Various*

January 2015 – August 2021

- Created a Clojure-based web application prototype, “Schedulepal.”
- Designed, developed, optimized, and troubleshot Squarespace and WordPress websites.

- Deployed and administered LAMP stack web servers.
- Implemented and resolved DNS issues.
- Set up, configured, and troubleshot email systems.

Volunteer Experience

- [PaperStreet](#)
Co-Founder | *May 2022 – Present*
Open Source project to facilitate professional and skills development for IT practitioners and system administrators.

Certifications

- CompTIA Network+ Certification
March 2022 – March 2025

Hobbies & Interests

Musician: piano, fiddle & composition, programming, open source, adventure, travel, health and fitness, sustainability, activism, science, innovation, technology, entrepreneurship.

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