



WILLIAM

PROFESSIONAL SUMMARY

I am an experienced Manager and Support Engineer, who is dedicated to delivering results that exceed customer expectations. My primary focus is achieving the customer's desired outcome as efficiently and accurately as possible. I'm dependable and professional, and I ensure that each project is completed with the highest quality, right from the first attempt.

EXPERIENCE

Linux Ops Manager

2024 - Current

Cyberfortress

- Established and managed team goals for service delivery, This included meeting with SLT to provide rocks and goals for my team.
- Rebuilt full infrastructure to move away from large NAS / DAS storage devices and moved to a new CEPH cluster located in each DC.
- Engineered and built a full rework for each DC within the budget allowed, This allowed us to gain up to 200% capacity and 500% gains in performance all while reducing the footprint in each DC by 80% reducing cost per GB.
- I worked with my Operations team to ensure that all the needs they needed for the software was automated and built out correctly so every server was identical and easy for everyone to manage.
- Adapted a global Ansible solution that ensured every server was set up to a standard and was kept within that standard, ensuring that every server we deployed was identical to the same servers we deployed 6 months ago. This also went back and retro actively placed active servers in line as well.
- Attended L10 meetings to ensure that the Operations team was on track with company goals and reset expectations if things did not align properly.
- Deployed a large Ceph / Proxmox cluster that was up to 15tb in memory and 1024 cpu cores.

Migration and Performance Manager

2021 - 2023

Platform.sh

- Established and managed team goals for service delivery, This included meeting customer explicit turnaround times,
- Assisted with the migration of over 100 customers to the Platform Infrastructure. This allowed our customers to go from normal dedicated servers to a PAAS. Part of our migration path was to assist Customers with writing custom YAML files in our infrastructure. As well we would also assist in helping move the data over Via Rsync.
- Developed career and learning paths for 12 engineers around the world in many different time zones.
- .Managed client incidents leveraging various tracking tools, including JIRA, Zendesk, and Service Now.
- Drove improved client satisfaction through escalation management, including issue tracking and communication.
- Investigated and resolved complex client issues including capacity and performance-related problems leveraging Graphana, Top, Strace, and Log Viewer.

Magento Support Team Lead

2018 - 2021

Platform.sh

- Created a new team that would ensure that Magento Cloud tickets are worked on by qualified engineers.
- Developed learning and career plans for team members that stayed in line with company goals and prevented burnout.
- Conducted Magento and Platform QBR onsite to make sure that any issues the customer was seeing could be resolved by the person who could take the actions

- Created a deployment team specifically for the Magento Project. This was done with Jenkins and AWS, it ensured that every environment we deployed was the same every time.
- I worked with leadership on goals for my team and what was expected of them.
- Performed customer calls that are nontechnical and or high-touch customers of Magento.
- Executed all Black Friday upsizes and downsizes on over 700 websites. This would ensure that our e-commerce customers had the extra power they needed for the increased traffic expected. This was done with a 99.9% no-downtime success rate every year.

Linux Engineer Manager

2014 - 2018

ZeroLag Communications, Inc

- Work with SLT on quarterly goals and projects for my department to be completed promptly.
- Hold daily scrum reports with engineers and team leads to address any issues, this ensures that we are always on the same page.
- Dealing with escalations from engineers, support, or other teams. This can include anything from standard LAMP stack configuration issues to upset customers who need extra attention.
- Orchestrated R&D calls for new products we are looking to deploy to enhance our sales portfolio.
- Converted shared environment to a modular container-based setup.
- Deployed puppet and foreman to all managed servers across the farm. This ensured that all of our servers were set up the same way every time.
- Countless amounts of documentation as we converted the company from Debian to Centos. This change required re-teaching our System engineers how to do things the Centos way.
- I created a patching plan for when and how servers will get updated.
- Performed R&D on new products for SSL termination, backup, automation, security, and mail.
- Worked on keeping team morale up and ensuring my team had everything needed to perform their day-to-day tasks.
- Work with top-tier customers on resolving bottlenecks in performance.

Senior Linux Administrator

2011 - 2014

Rackspace Technology

- Handle high-end customer issues via ticket and phone
- Worked with new technologies such as (Puppet, Chef, Salt Stack, and Ansible)
- Taught engineers about new technologies, RabbitMQ, and Varnish.
- Assist our cloud engineers with core support and how to support the dedicated side of the business.
- Assisted with the H.I.R.E process for outside hires.
- Handled all the leveling and designed the leveling process for the marquee
- Worked with customers on redesigning their applications, and assisted in finding bottlenecks
- Assisted with getting RHCS set up and working on the Rackspace cloud
- Designed new standards and practices for full HA build environments

Server Monitor / Support

2010 - 2011

HostGator

- Worked on various support issues from small PHP script issues to full server issues.
- Monitored server issues, with tools such as Graphana and a few custom bash scripts that I wrote in-house.
- Mitigation of DDOS attacks.
- Maintained IMPI, and worked on raid rebuilds, while maintaining the load on the server
- Positions held: Linux admin I, Linux Phone Admin, Server Monitor.

Systems Admin

2003 -2010

FastHealth Corporation

- Provide Windows/Linux desktop support for 23 computers
- Troubleshoot issues related to DNS for clients
- Create custom software to backup MySQL databases on 12 servers nightly
- Maintain mail server including adding user accounts, alias accounts, setting account limits
- Put six servers into production including loading OS, MySQL, PHP modules, and custom programming components
- Customize the Webalizer program to display statistics for each client

- Install PBX system for eight phone lines

SKILLS

- Training and Development
- Server Administration
- Performance and System troubleshooting
- Magento
- Apache
- Jenkins
- Service Delivery
- System Security
- Infrastructure
- Mysql
- Nginx
- Git
- Account management
- Linux
- SaaS / Public Cloud
- JIRA
- Redis
- Containerization