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Alexander P. Smith

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| Work experience | |
|  | Jun 2001 - Present New Dominion Technology Multiple Locations  *Owner and System Integrator*   * Maintain network of ten systems, in a mixed UNIX, Linux and Windows environment, with miscellaneous embedded and virtualized devices, including FreeBSD, Mac OS X and multimedia devices. * Build, maintain and repair desktops, notebooks and servers as a value-added reseller, system integrator and IT consultant. * Provided consulting for a wide range of clients, including a medical practitioner, an independent record label, a software development firm and an online streaming radio station. * Performing maintenance and troubleshooting of desktops, servers and printers. |
|  | Dec 2010 – Apr 2013 Amazon.com Ashburn, VA  Data Center Technician   * Maintain server hardware for a large Internet retailer and infrastructure provider, at multiple data centers in the northern Virginia area. * Provide 24x7x365 support for a large number of servers, network devices, and backup systems. * Detect systemic fleetwide issues and escalate to the proper team for action. |
|  | Sep 2008 – Dec 2009 IBM Global Services Nashville, TN  Linux/AIX System Administrator (Contractor)   * Remotely maintain over 150 IBM System x and System p servers, running a combination of Red Hat Enterprise Linux and AIX, operating IBM WebSphere and DB2. * Audit daily backup logs from Tivoli Storage Manager. * Certify patches for systems and maintain logs for audit compliance. * Provide system administration and operational support of the IBM Global Expense Reporting System data centers located in Virginia, Texas and Connecticut. |
|  | Apr – Sep 2007 Motorola Biometrics Nashville, TN  Customer Support Analyst (Contractor)   * Maintain Motorola (formerly Printrak) automated fingerprint identification systems at the Tennessee Bureau of Investigation, and statewide. * Maintain backend servers running Red Hat Enterprise Linux, JBoss and Oracle. * Maintain tape backup systems, utilizing HP Ultrium tape libraries. * Provided on-site 9x5 support for the Tennessee Bureau of Investigation, as well as other locations statewide, including the Tennessee State Prison System. |
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|  | Jan – Mar 2002 Sheer Genius, Inc. Nashville, TN  Associate System Administrator (Contractor)   * Maintained three Linux servers, running Apache, Cyrus, MySQL and PHP. Cross-check BIND DNS zones with domain registrars and update domain registrations. * Deployed trouble ticket system for customer and internal use. * Deployed workstations using disk imaging software (Norton Ghost). |
| Education | |
|  | 2013 - Present Coursera Internet  Verified Certificate in gamification and introductory Python, and video game studies |
|  | Jul 2008 – Jan 2010 Daymar Institute Murfreesboro, TN  Some vocational coursework completed, studied Network Support Administration |
|  | Jun 2003 –Jul 2008 FEMA Emergency Management Institute  Emergency management coursework completed, cross-training with Heart of TN Amateur Radio Emergency Service |
|  | Aug 2001 – Dec 2010 MTSU Murfreesboro, TN  Some coursework completed, junior standing, studied computer engineering technology |
|  | Aug 1998 – Jun 2001 Kentwood High School Kent, WA  High school diploma, specializing in Japanese language studies and engineering |
| Volunteer Experience | |
|  | Jan 2011 - Present MAGfest National Harbor, MD  Technical Operations Volunteer   * Provide operational support for the annual gaming festival, held in National Harbor, MD every January. * Work in various departments, including registration, LAN gaming, and technical operations. Assist in operation of Linux-based technology solution for festival operations, as well as audio work as a hobbyist audio engineer. |
|  | June 2002 – Present Heart of TN SKYWARN Murfreesboro, TN  Emergency Communications, Disaster Relief and Storm Spotting Volunteer   * Provide communications assistance as a licensed amateur radio operator, trained storm spotter and disaster relief volunteer. * Provided vital communications links between east Tennessee and the National Weather Service Nashville office during the April 7, 2006 Tornado Outbreak and the 2008 Super Tuesday Tornado Outbreak. * Provide amateur radio operational assistance to the National Weather Service. |

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| ACCREDITATIONS | |
| * CompTIA Server+ (obtained April 2010) * CompTIA Network+ (obtained April 2010) * Microsoft Certified Professional (MCP) – Enterprise Desktop Support * FCC Amateur Radio License (Technician class) * Coursera Verified Certificate – Gamification (University of Pennsylvania) * Coursera Verified Certificate With Distinction – Programming for Everybody (Python, University of Michigan) * Open2Study Certificate of Accomplishment – Concepts in Games Development (Swinburne University of Technology) * Open2Study Certificate of Accomplishment – Principles of Project Management (Polytechnic West) | |
| Skills | | |
|  | * Linux desktop and server administration (Red Hat Enterprise Linux, Ubuntu, SUSE, Debian, 1999-present) * Solaris 8, 9, 10, 11 and Illumos (nee OpenSolaris) administration (2001-present) * AIX 5L and 6 administration (basic knowledge, 2009) * FreeBSD server administration (working knowledge, used since version 5.1-RELEASE) * SQL administration and basic queries (Microsoft SQL Server, MySQL, IBM DB2) * Windows 7/Vista/XP desktop administration * Windows 2003/2000/NT4 server administration * Desktop and server troubleshooting and repair * Laser printer troubleshooting and repair * Network administration, design and maintenance (VLANs, VPNs, firewalls) * ZFS storage management (starting with Solaris 10) * C and BASH shell scripting * Backup management * Python * Desktop deployment with disk imaging and cloning software * Virtualization (VMware ESXi, VirtualBox, Vagrant) * Cloud computing (AWS – Amazon Web Services) * Active Directory, DNS and DHCP * ISC BIND 8 (DNS server) * Apache administration, tuning * SSL certificate management * Network-Attached Storage (Samba, CIFS, NFS) * Process automation (working knowledge of shell scripting and Python) | |