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Alexander P. Smith

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| Work experience | |
|  | Apr 2015 - Present BlackMesh, Inc. Ashburn, VA  *Support Engineer*   * Maintain network of over 200 Linux servers, running Red Hat Enterprise Linux, Ubuntu Linux, Apache, MySQL and PHP. Manage Varnish caching software and HAProxy high availability system. * Perform maintenance on Drupal and WordPress content management systems, and Magento e-commerce frameworks. Utilize Git to perform code management. * Troubleshoot network connectivity issues, perform security patching, and investigate new technologies to integrate into the service portfolio of a prominent web hosting company. * Write scripts and Python programs to automate time-intensive tasks. |
|  | Jun 2001 - Present New Dominion Technology Multiple Locations  *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. Operated Apache web server, MySQL database and PHP programming language. * 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. * Performed maintenance and troubleshooting of desktops, servers, networks 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. * Provided tier two support for issues that affected multiple servers and served as liaison to ensure complex issues got all the attention they deserved. |

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|  | 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 Apache, 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. |

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|  | 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, Apache, 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, introductory Python, and video game studies |
|  | 2013 - Present Open2Study Internet  Certificate of Completion in video game development concepts and project management principles |
|  | Jul 2008 – Jan 2010 Daymar Institute Murfreesboro, TN  Studied Network Support Administration |
|  | Jun 2003 –Jul 2008 FEMA Emergency Management Institute |
|  | Aug 2001 – Dec 2010 MTSU Murfreesboro, TN  Studied computer engineering technology |
|  | Aug 1998 – Jun 2001 Kentwood High School Kent, WA  High school diploma, specializing in engineering and vocational prep |
| Volunteer Experience | |
|  | Jan 2011 - Present MAGfest National Harbor, MD  Technical Operations Volunteer   * Provide operational support for the annual music and 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 – Apr 2015 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) * Coursera Verified Certificate – Learning How to Learn (UC San Diego) * Open2Study Certificate of Accomplishment – Concepts in Games Development (Swinburne University of Technology) * Open2Study Certificate of Accomplishment – Principles of Project Management |

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| Skills | |
|  | * Linux desktop and server administration (Red Hat Enterprise Linux, Ubuntu Linux) * Solaris 8, 9, 10, 11 and Illumos (nee OpenSolaris) administration * AIX 5L and 6 administration (basic knowledge) * FreeBSD server administration (working knowledge) * SQL administration and basic queries (Microsoft SQL Server, MySQL, IBM DB2) * Windows 8.1/7/Vista/XP desktop administration * Windows Server 2008 administration * Desktop and server troubleshooting and maintenance * Laser printer troubleshooting and maintenance * Network administration, design and maintenance (VLANs, VPNs, firewalls, load balancers, content distribution networks) * ZFS storage management * tcsh and BASH shell scripting * Python * Desktop deployment with disk imaging and cloning software * Virtualization (VMware ESXi, VirtualBox, Vagrant, Amazon EC2, Docker) * Cloud computing (Amazon Web Services, OpenStack) * Active Directory, DNS and DHCP * ISC BIND 8 (DNS server) * Apache, lighttpd and Nginx administration, tuning * SSL certificate management * Network-Attached Storage (Samba, CIFS, NFS) * Process automation (shell scripting and Python) * Source code version control software (Git) |