Michael Snell

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WORK EXPERIENCE

IT OPS Administrator   **2021 – Present**
GDIT   *Yorktown, VA*
▪ Create, modify, and troubleshoot scripts/code for batch job scheduling and deployments. Primarily bash & Python.
▪ Planned and executed Oracle Enterprise Manager job library migration into AWS environment.
▪ Support Unix servers, and Oracle database availability/uptime. Monitor and rectify outages.
▪ Analyze and improve systems utilizing automation, process optimization, and continual revisions.
▪ Frontline incident response supporting Prod, QA/test, & Dev environments.

Small Businesses   **2019 - 2021**
Self Employed   *Yorktown, VA*
▪ Designed/sold skateboards, had some photos published in articles, sold photo prints
▪ Managed and maintained all IT-related aspects of online businesses, including website development, NAS storage with offsite backup, digital marketing, and online sales platforms.

IT Technician   **2019**
Alaka Ina Foundation   *Newport News, VA*
▪ Provided VIP support for high level individuals across the organization and affiliated entities.
▪ Troubleshot network issues - digital and physical
▪ Account resource management – share drives, exchange, active directory
▪ Hardware Issue Resolution – Replacing desktop components, peripheral, and printer support

Help Desk Agent/Tech Lead   **2017 - 2018**
SOC LLC   *Norfolk, VA*
▪ Provided guidance and troubleshooting assistance to other agents. As well as delegating escalation to the proper teams.
▪ Prior to tech lead, I would troubleshoot tickets via phone or email in all knowledge domain queues. Primarily using remote desktop tools and other proprietary software.
▪ Managed Active Directory accounts, share drives, exchange servers

EDUCATION

Western Governors University   **March 2024**
Bachelor of Science (B.S.), Network Engineering and Security

CERTIFICATIONS & SKILLS

- AWS Solutions Architect Associate, Certified Cloud Practitioner
- ITIL 4
- LPI Linux Essentials
- CompTIA A+, Network+, Security+, Cloud+
- CIW Advanced HTML5 and CSS3 Specialist

SKILLS: Python, Bash, Ansible, Version Control, Source Control, AWS, EC2, S3, Automation, Scripting, System Administration, Unix, Linux, Cloud Computing, infrastructure as code, AGILE development, Batch Jobs, Networking, Software Defined Networking, HTML, CSS, Java, Business, Microsoft