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 Business   **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   **2018 - 2019**
Alaka Ina Foundation   *Newport News, VA*
▪ Troubleshot network issues - digital and physical
▪ Managed Active Directory accounts, share drives, exchange servers
▪ 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 escalations
▪ Troubleshoot tickets via phone or email in all knowledge domain queues.
▪ Managed Active Directory accounts, share drives, exchange servers, used remote desktop and proprietary software

PROJECTS | Portfolio: https://www.mikesnell.cloud

▪ **AWS Static Website:** CI/CD, GitHib, AWS Codepipeline, S3, Cloudfront, ACM (Amazon Certificate Manager) for SSL, Lambda, HTML, CSS & JS.

EDUCATION & CERTIFICATIONS

Western Governors University   **March 2024**
Bachelor of Science (B.S.), Network Engineering and Security
▪ Wrote network and client configuration automations using Python & Ansible. Examples of automations: Setting up VLAN's, gathering configurations/pushing new ones, configuring log in banners, and creating users.
▪ Configured and troubleshot virtual environments. Oracle VirtualBox, VMWare player, GNS3 (virtualized networks) & cloud hosted.
▪ Network/system administration: setting up servers and clients (Linux & Windows), installing & updating software packages for administration purposes & facilitating automations, managing user permissions, creating, and distributing ssh keys for remote access, firewall configuration (networking hardware and clients). Primary networking hardware used: OPNSense firewalls, Vyos routers, & EXOS switches.

▪ **AWS** Solutions Architect Associate, Certified Cloud Practitioner
▪ **ITIL 4**
▪ **LPI** Linux Essentials
▪ **CompTIA** A+, Network+, Security+, Cloud+