**Michael Snell**

mikesnelljr@gmail.com • (757) 262-7833 • Yorktown, VA

Creative and solutions-oriented IT professional with 5 years of enterprise production experience supporting B2B and B2C relationships. Holding a B.S. in Network Engineering & Security, AWS, and Linux certifications, I am seeking opportunities for career growth and flexibility in a remote or hybrid work environment.

**WORK EXPERIENCE**

**IT OPS Administrator 2021 - Present**

*GDIT Yorktown, VA*

▪ Planned and executed the migration of the Oracle Enterprise Manager job library to an AWS environment, utilizing Oracle CLI tools, bash scripts, SFTP clients, bastion hosts, and Amazon EC2 with EBS storage. Contributed to meeting critical migration deadlines.

▪ Created, modified, and troubleshot scripts and batch jobs for large-scale data processing and daily productivity tasks. Primarily used bash and other Unix/Linux shells, scheduled jobs with Oracle Enterprise Manager, and developed desktop Batch & PowerShell scripts for increased productivity of repeated tasks.

▪ Provided frontline incident response for Unix & Red Hat servers, Oracle databases/servers, and production web applications, ensuring minimal downtime and quick resolution.

▪ Analyzed and improved systems and processes by simplifying, updating, or creating productivity scripts, leading to enhanced efficiency and improved documentation practices.

**Small Business 2019 - 2021**

*Self Employed Yorktown, VA*

▪Designed and sold custom skateboards, successfully marketing and expanding the product line while building a brand presence. Published photography in articles and sold photo prints through various platforms.

▪Managed and maintained all IT aspects of online businesses, including website development, NAS storage with offsite backup solutions – connected via Tailscale for ease of management, digital marketing, and e-commerce platforms.

**IT Technician 2018 - 2019**

*Alaka Ina Foundation Newport News, VA*

▪ Troubleshot and resolved network issues across both digital and physical layers, ensuring minimal downtime and maintaining seamless connectivity.

▪ Managed Active Directory accounts, shared drives, and Exchange servers, providing user support and maintaining secure access controls.

▪ Resolved hardware issues by replacing desktop components and providing support for peripherals and printers, improving hardware performance and user productivity.

**Help Desk Agent/Tech Lead 2017 – 2018**

*SOC LLC*  *Norfolk, VA*

▪Provided technical guidance and troubleshooting assistance to help desk agents, delegating escalations and ensuring efficient resolution of complex issues.

▪Troubleshot and resolved tickets across various knowledge domains via phone and email, consistently meeting or exceeding response time and resolution targets.

▪Managed Active Directory accounts, shared drives, and Exchange servers, utilizing remote desktop tools and proprietary software to deliver comprehensive IT support.

**EDUCATION**

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

*Western Governors University*   
▪ Automated network/client configurations with Python & Ansible; configured VLANs, gathered/pushed configurations.

▪ Troubleshot virtual environments: VirtualBox, VMWare, GNS3, and cloud-hosted setups.

▪ Managed Linux/Windows servers, user permissions, remote access (SSH), and firewalls (OPNsense, VyOS, EXOS).

**CERTIFICATIONS**

▪ **AWS** Solutions Architect Associate, Certified Cloud Practitioner | **ITIL 4** | **LPI** Linux Essentials | **CompTIA** A+, Net+, Sec+, Cloud+

**CLOUD PROJECTS |** <https://www.mikesnell.cloud>

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