**Michael Snell**

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I am an aspiring cloud engineer with a knack for creative thinking and problem solving. I am experienced and certified in Amazon Web Services, have a wide range of professional enterprise production experience in IT – supporting systems in both B2B and B2C relationships, and looking for an opportunity to grow as a cloud professional.

**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.

▪ Frontline incident response supporting system uptime (Unix Servers, Oracle DBs, Web Applications).Monitor and rectify outages.

▪ Analyze and improve systems utilizing automation, process optimization, and continual revisions.

**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

**EDUCATION**

**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/clients (Linux & Windows), installing/updating packages for administration purposes & facilitating automations, managing user permissions, creating/distributing ssh keys for remote access, firewall configuration (network hardware and clients). Primary net hardware used: OPNsense firewalls, VyOS routers, & EXOS switches.

**CERTIFICATIONS**

▪ **AWS** Solutions Architect Associate, CCP ▪ **ITIL 4** ▪ **LPI** Linux Essentials ▪ **CompTIA** A+, Network+, Security+, 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.

**HOBBIES/INTERESTS**

▪ **Photography:** <https://www.pictorem.com/profile/msnell.photo> - Online photography portfolio/print ordering site