

Philip Jones

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EDUCATION

- Masters of Science in Information Studies, University of Texas at Austin, December 2019
- B.A. in English and Psychology, University of Texas at Austin, December 2009

RELEVANT EXPERIENCE

- **Senior Systems Administrator**, UT School of Information, January 2015-Current
 - Crafted and configured default deny firewall for iSchool linux servers
 - Redesigned, networked, and implemented a security lab for Information Security Class
 - Wrote powershell and bash apps to encourage timely checkout laptop returns
 - Designed and built system for management of AD authentication to iSchool Linux servers
 - Administered Ubuntu, Gentoo, and Red Hat servers with Puppet
 - Led email migration from local unix accounts to central UT Office 365
 - Spearheaded server migration to University Data Center
 - Researched, selected, and implemented an IT Helpdesk
 - Structured an IT knowledge base
 - Restructured iSchool vlan network map
 - Directed Student Technicians in web, systems, helpdesk, and documentation tasks
 - Managed Macs and PCs with LANrev and Group Policy
- **Student Technician**, UT School of Information, August 2014 – December 2014
 - Responded to wide ranging help-desk tickets
 - Installed and troubleshooted desktops with Linux, OSX and Windows operating systems
- **Math Teacher**, Elgin High School, July 2013 – July 2014
 - Awarded Teacher of Promise 2014
 - Managed and maintained Web and communications systems for parent and student access
 - Taught classes of Geometry and Pre-AP Geometry to a diverse student body
- **AppleCare Advisor**, Apple Inc., April 2012 – December 2012
 - Selected for managerial training
 - Diagnosed and resolved OS X operating system and application issues
 - Adapted technical help to combine problem-solving and time management
 - Successfully motivated and calmed frustrated customers
- **Inside Sales Account Manager**, SHI International, April 2010 – February 2011
 - Built a customer base from the ground up as part of a team
 - Trained regularly on major software and hardware
- **Contributing Editor**, Sunflower Education, October 2007 – March 2012
 - Managed a team to write *Amazing World Records of Language and Literature*
 - Developed and organized multimedia content for online supplements

PUBLICATIONS

- *Amazing World Records of Language and Literature*, Jones, P.A. and Williams, S.

SKILLS

- GIAC GSEC certified 2015
- Experience scripting with bash, python, powershell, MySQL, and php
- Experience with Puppet, Group Policy, LANrev, Drupal, Apache, Nagios, VMware
- PC/Mac/iOS and Microsoft Suite proficient (Microsoft Certified Professional, 2010)
- CPR and First Aid Certified