Phillip Ostby
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Education

UNIVERSITY OF NORTH GEORGIA Dahlonega, GA
B.S. Summa Cum Laude degree in Computer Science. GPA 4.0. May 2013
Minored in Mathematics, Concentrated in Information Assurance and Security.

Certifications

Cisco: CCNA (In Progress)
CompTIA: A+, Network+, Security+

Skills

Programming: C, C++, CSS, FORTRAN, HTML, Java, JSON, LUA, PHP, Python, SQL, XML
Technologies: DHCP, DNS, Firewalls, NAT, Networking, LAN/WAN, Routers, Switches, VLANs, Wireless
Operating Systems: Cisco IOS, Linux Debian/Kali, Windows XP/7/10, Windows Server 2003/2008 R2/2019

Experience

RATERLABS (APPEN SUBSIDIARY) Remote
Senior Internet Analyst May 2014 - Present
Collaborates with one of the world's largest search engine companies to analyze and improve mission critical services. Supports machine learning and data analysis efforts through quality assurance practices. Monitors emerging trends through critical thinking to proactively target the root causes of negative end-user experiences. Communicates and collaborates with coworkers and management teams to ensure quality of deliverables. Maintains productivity above 100% in a fast paced metric driven environment while consistently exceeding quality audits at or above a 90% average. Identifies and escalates IT related issues such as platform performance, bottlenecking, JavaScript/JSON, and misconfiguration through ZenDesk ticketing systems.

BLACKBERRY MOUNTAIN/RIVER'S EDGE ASSOCIATION Ellijay, GA
Assistant Office Manager June 2016 - July 2016
Performed independent customer service and issue resolution for two communities of 200+ full time homeowners. Utilized triage skills to resolve higher priority tasks without blocking lower tier queues through phone and in person support. Implemented disaster recovery by troubleshooting desktop and network hardware with emphasis on DNS/DHCP, Wi-Fi, switching, routing, Ethernet cabling, DSL, and Layers 1-3.

UNIVERSITY OF NORTH GEORGIA Dahlonega, GA
Mathematics and Computer Science Tutor September 2012 - May 2013
Clarified undergraduate and occasional graduate level topics for an average of 5 to 10 students a shift. Investigated root cause of systematic misunderstandings which often led to 20 to 30 percent point increases on assignments. Collaborated with students and other tutors with strong interpersonal skills to conceptualize plans of remediation. Debugged and developed solutions in C, C++, Java, JavaScript, SQL, HTML/CSS, XML, Bash, MATLAB, Maple, and LaTeX.

OAK RIDGE NATIONAL LABORATORY Oak Ridge, TN
Intern Software Engineer May 2011 - August 2011
Researched and developed C, C++, FORTRAN, and CUDA based solutions for accelerating Adaptive Mesh Refinement routines. Focused on GPGPU acceleration of iterative linear solvers such as Jacobi and Gauss-Seidel. Refactored, optimized, baselined, visualized code performance, and created documentation using tools like vi, Doxygen, Mercurial, and VisIT. Demonstrated a runtime code speedup of 10 to 20 percent dependent on the dataset.