

James Tyner

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Experience

- **Amazon.com** Ruskin, FL
IT Support Engineer I April 2018 - June 2019
 - Lead engineer and project manager for Cisco network lifecycle. Replaced 29 IDF cabinets with 8 stacked switches per IDF and 1500 wireless access points.
 - Maintained and administered an enterprise environment consisting of 40 Linux servers, 5 Windows servers, and 300 Cisco switches.
 - Led high severity incident response calls with senior management to address issues with local and global outages.
 - Developed Bash and Python scripts that increased productivity and reduced human error in tasks that had previously been performed manually.
 - Introduced process improvements and drove standardization within the change management framework, reducing errors and increasing success rate of production impacting changes.
 - Trained and mentored technicians and junior team members.
 - Participated in 24/7 on call rotation.
- **Net-Man, Inc.** Bartow, FL
Systems Administrator March 2015 - April 2018
 - Installed, configured, and administered network and server infrastructure for over 70 SMB clients.
 - Setup and managed Graylog syslog server for aggregation of firewall logs. Metrics tracked were failed VPN logins, geo-IP filtering, and content filter alerts.
 - Managed backup and recovery of data, utilizing technologies such as Veeam, AWS S3, LTO, and Windows Server Backup.
 - Performed physical to virtual server migrations and Windows domain migrations.
 - Responsible for the deployment, updating, and configuration of physical computers, servers, and Hyper-V virtual machines in an Active Directory environment.
 - Created and maintained technical documentation.
- **Geek Squad** Lakeland, FL
Consultation Agent, Operations Agent July 2014 - April 2015
 - Leadership role involved in day to day administrative tasks.
 - Responsible for maintaining morale and managing customer facing employees.
 - Software installation, computer configuration, and troubleshooting.
 - Oversaw shipping, receiving, scheduling, and inventory management.
 - Facilitated positive customer service experience.

Projects

- **Homelab**
 - *Virtualizaion Lab*
 - DNS is provided by redundant BIND servers.
 - Secure remote access is provided by OpenVPN.
 - VMs are deployed from pre-made templates with Ansible handling the automated configuration.
 - Graylog server is aggregating logs for all Linux VMs and network devices.
 - Backups for the VMs are done with Bash and Python scripts.
 - Network and VMs are monitored with Nagios and Grafana.
 - All documentation for the lab is stored in MediaWiki running inside of a Docker container.

Education

- **Polk State College** Lakeland, FL
Bachelor of Science in Information Technology Expected December 2020
- **Polk State College** Lakeland, FL
Associate of Science in Network Infrastructure Administration December 2017
- **Traviss Technical College** Lakeland, FL
Computer Systems & Information Technology May 2014

Skills

- Linux server administration - Debian, CentOS, and Amazon Linux
- Scripting - Bash, Python, and Git
- Change management
- Project management
- Cisco IOS configuration, management, and troubleshooting
- TCP/IP troubleshooting
- Windows Server - Active Directory, Group Policy, and WSUS
- Office365 Administration