<http://jeremymiller.me>

Jmiller3346@gmail.com

Jeremy Miller

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| Profile |  | * Provided two years of technical support to the South East Michigan area * Experience in both Windows and Linux environments * Excellent working knowledge Microsoft Office. * Familiar with WHM &cPanel hosting * A team player, able to work alone just as well. * I enjoy using open source software to accomplish goals. * I spend some time on Yahoo Answers, answering questions for fun. * I like to be proactive and maintain rather than break/fix. * After work I spend a lot of time experimenting with many IT related items, such as the Rasberry Pi or WiFi Pinapple, or many more things. |
| Synopsis of Achievements |  | * Received Bachelors of Computer Science. * Create knowledge transfers for our India-based counter parts. * Implemented Zabbix in the UK as part of tools deployment. |
| Work History |  | System Engineer, Cerner Corporation, kANSAS cITY, mo/ks 08/14 – Present   * Manage Zabbix, a monitoring solution in an n+1 highly available environment. * Work in a DevOps environment. * Experience using Chef, creating roles, environment files, encrypted data bags, and bootstrapping servers. * Experience using Splunk to quickly search through logs, and create dashboards to visualize the data. * Not only work with my team to accomplish task and projects, but also with many other  teams across Cerner. * Not only work with my team to accomplish task and projects, but also with many other  teams across Cerner. * Worked on an oncall rotation and also oncall 24/7 for solutions I am a primary Engineer for.  Linux Support Analyst, A2 Hosting, Ann Arbor, MI 02/14 – 07/14   * Support Customers via Phone, Live Chat, and Support Tickets * Migrate client cPanel accounts from other hosts to our servers as well as internally. * I assist customers with Pre-sales and sales questions. * Provide server-side support for hosting services. * Review abusive accounts and proceed accordingly. * Work with 3rd party abuse companies to take down malicious sites.  Department manager, Technology Experts, Monroe, MI 03/12 – 02/14   * Migrated users and all data from one PC to another. * Virus Removal * Hardware and software installation. * Dealt with Software manufacturers to repair, recover, or transfer their software. * Managed hardware and software firewalls to open or restrict access. * Operating system installation and maintenance (OS and NOS) * Technical Remote Support. * Create self-service documentation. * Deal with Outlook and Exchange issues. * Migrate Websites to Wordpress and manage domains and mail in Plesk.   Mass workstation /email migrations |
| Education |  | Bachelor of science in informtion System SecurityAssociates of Science in Computer Networking systems |
| References |  | Available upon request |