

Sonya M. Green

Summary:

Information Technology Professional with 10+ years of experience with a focus in Linux System Administration, Programming, Instructional Training, and Project Management. Customer driven individual and team contributor seeking a collaborative environment where I can contribute my knowledge and skills in problem solving, troubleshooting, break/fixes and analytical thinking.

Technical Skills:

- OS and Mobile Devices: Linux, Cent OS- 7, Ubuntu 18 -24, Windows OS 10-11, Mac OS,iPhone
- Scripting and Scripting Software: Bash, PowerShell, Windows PowerShell ISE
- Programming: Python, HTML/CSS, JavaScript, jQuery, D3, MySQL, PostgreSQL,Node.JS
- web application **bundler: Parcel.js**
- Data Visualization Software: Tableau, Power BI
- Ticket Systems: Remedy, ServiceNow
- Collaboration Software: Confluence, SharePoint
- Management Software: GIT (*Github, GitLab*), Active Directory, VMware Horizon, Teradici

Experience:

Blue Glacier

Jan 2023 -Present

Supporting the NNSA through Blue Glacier (Contractor)

System Administrator- Client Services

- Work with cross functional departments and teams to troubleshoot, diagnose, resolve and document a variety of systems wide issues and test different VMware instances, login times and various hardware systems.
- Coordinate interdepartmental support for customers with other departments for resolution of various technical issues.
- Provide a high level of customer service and support for break/fixes, hardware repair requests and technical guidance to resolve issues.
- Responsible for user account management through Active Directory creating, deactivating, permissions and software, file and configuration management.
- Write and automate PowerShell and Bash scripts used in the terminal (Windows PowerShell ISE) to manipulate Active Directory.
- Serve in a project management capacity, making recommendations for process improvement, creating technical guides for internal users regarding account management and proprietary managed file software.
- Train and demonstrate new software and hardware best practices for Client Services staff.
 - o Trained on implementation of ServiceNow (SNOW) ticketing system.

Career Foundry

Part-Time (~16hrs a week)

Data Analyst Tutor

March 2019-Present

- Provide feedback on entry to intermediate level Data Analysis projects for students enrolled in the Data Analyst bootcamp.
- Assist students with questions regarding course curriculum (MS Excel, Tableau, Python and PostgreSQL) and assist them to critically think, work through and resolve issues.
- Grade projects and homework completed by Data Analysis bootcamp students.

Highlight Achieved a perfect Student Feedback Score of 5/5.

KeyLogic Associates

Oct 2021-Jan 2023

Supporting Sandia National Laboratories through Encantado Technical Solutions

Help Desk Technician

- Provided a high level of customer service and technical support for Windows OS, MacOS, iPhone and peripheral equipment and diagnosed, resolved or escalated break fixes for customer issues through Remedy ticketing systems.
- Documented and authored new and existing issues in the KCS knowledge base and Confluence.
- Received tickets for technical issues by phone, chat or MS Teams from the BMC Remedy ticketing system to meet SLA resolution times.
- Supported various teams of Developers using Mac OS devices in installation of Python Anaconda and system configuration for user access in the Sandia environment.

HostGator

Sept 2016 - June 2017

Linux Administrator- Level II

- Resolved custom built websites and custom WordPress sites issues and break/fixes ranging from website not loading to website being hacked.
- Supported and fixed customers' Linux CentOS 7 and 8 webservers, running C panel.
- Provided education and support for Tier I technicians on how to better resolve Tier I issues, IT troubleshooting best practices, and device and task manager access.
- Coordinated with Tier III support team and Linux System Engineers for website recovery, website failure, webservers being down and Tier I and II issue escalations.

Logix Communication

June 2014-Sept 2016

Level 1 Tech Support

- Provided a high level of customer service in an Account Management capacity for commercial business customers with billing, technical support (telecommunication or network issues) and sales for a telecommunications and internet service provider.
- Assisted Service Account Managers and Sales Team with customer issues (network outages, customer retention, customer service, promotions, sales support).
- Coordinated with the VOIP and Networking teams and acted as front-line technical support, escalated higher tier issues as necessary.

Certificates:

Rice University - 6-month Bootcamp Glasscock School Of Continuing Education

Data Analytics and Visualization Certificate

- Advanced MS Excel · VBA, Python (Pandas, Matplotlib, SQL Alchemy, Flask, web scraping, API design) · MySQL · MongoDB · Tableau · HTML/CSS · JavaScript (D3.js, Leaflet.js) · R · Machine Learning and Artificial Intelligence algorithms/models

Coursera

Crash Course on Python - Certificate

- Python · Data Analytics · MySQL · Data Visualization · Extract, Transform, Load (ETL) · MS Excel · Jupyter notebook · MS Word · Cascading Style Sheets (CSS) · Git

Udemy

The Complete JavaScript Course 2025:

Credential ID: UC-a75bd5fb-4fa5-47c0-b8cf-ba62293ab91f

Credential URL : <https://ude.my/UC-a75bd5fb-4fa5-47c0-b8cf-ba62293ab91f>

- JavaScript fundamentals: variables, if/else, operators, boolean logic, functions, arrays, objects, loops, strings.
- Modern OOP: Classes, constructors, prototypal inheritance, encapsulation
- Asynchronous JavaScript: Event loop, promises, async/await, AJAX calls and APIs
- NPM, Parcel, Babel and ES6 modules