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TYLER DOLLIVER

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WHO AM I?

Seasoned Support Engineer well-versed in supporting users and troubleshooting complex problems in high-pressure environments.
I am driven by my responsibility, work ethic, and desire to learn new technologies and grow my career.

SKILLS

- Python, HTML, CSS, Bash Scripting
- RHEL, CentOS, Debian, Ubuntu, Oracle Linux
- Apache, MySQL, NFS, CIFS, SSSD, SFTP, Postfix, Ansible, VMware virtualization
- Strong understanding of networking concepts such as DNS and the OSI model.
- Linux diagnostic and troubleshooting tools.
- Experience in Rackspace Public Cloud, AWS, and GCP.

EXPERIENCE

Linux Support Engineer / Rackspace - San Antonio, TX   *05/2015 - Current*

- Provide advanced level of technical support to our largest enterprise customers over the phone and/or via support tickets.
- Worked to identify complex infrastructure and application root causes and worked with many technical teams (Network Security / Virtualization / Storage) to solve them.
- Performed patching, security scanning and configuration to meet OS performance mandates.
- Used bash scripting and Ansible to automate OS management tasks across hundreds of devices.
- Provide support for many Linux distributions across many different hosting solutions (Dedicated, VMware, AWS, Azure).
- Improved job tasks and mentored junior team members on best practices and standards.
- Primary escalation point for the team, and was often assigned to short-term technical teams to advise and assist priority customer accounts on complex issues or new solution builds.

Support Specialist / Rackspace - San Antonio, TX   *07/2013 - 05/2015*

- Served as the first point of contact to provide technical and non-technical support to customers over phone and via support tickets.
- Utilized infrastructure & application monitoring software to identify problems on customer environments and responded rapidly to ensure minimal service interruption or degradation.
- Provided fundamental OS troubleshooting on both Linux and Windows systems as well as Rackspace cloud technologies.
- A central point of communication performing triage tasks to identify the appropriate technical teams (Network Security/OS admins/Storage) to resolve a problem quickly and efficiently for a customer.

CERTIFICATIONS

- Certified RedHat System Administer, RedHat - 2020