

Titus Greene

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Work Experience

12/2021 – present
RTP, NC

Technical Support Engineer N-able, Inc.

- Provide remote technical support to clients using our RMM suite of products, ensuring high customer satisfaction levels and timely resolution of issues.
- Troubleshoot and resolve complex technical problems related to software functionality, network connectivity, deployment, and configuration.
- Conduct training sessions for new clients to familiarize them with the RMM suite's features and best practices.
- Provide custom scripting support for our proprietary software, Automation Manager.

11/2020 – 12/2021
Wilmington, NC

Desktop Support Engineer PPD Inc

- Provided technical assistance to employees, resolving hardware and software issues related to desktop computers, laptops, printers, and other peripheral devices.
- Performed hardware and software installations, upgrades, and configurations, ensuring compatibility and adherence to company standards.
- Collaborate with the IT team to deploy new computer systems, migrate user profiles, and ensure data integrity during system transitions.

10/2017 – 11/2020
Whiteville, NC

Client Services Specialist Truist Financial Corporation

- Technical Support for the online banking platform.



Education

08/2019 – 08/2024
Salt Lake City, UT

Information Technology | Bachelor's Western Governors University



Certifications

11/2024

Red Hat Certified System Administrator

10/2024

AWS Certified Security - Specialty

10/2024

AWS Certified SysOps Administrator - Associate

08/2024

CompTIA Security+

05/2024

AWS Certified Solutions Architect - Associate

11/2023

Microsoft Certified: Azure Solutions Architect Expert

08/2023

Microsoft Certified: Azure Administrator Associate



Skills

- OPERATING SYSTEMS

Linux

Windows 10, 11, Server

macOS

- NETWORKING

TCP/IP

DNS

DHCP

VPNs

- VIRTUALIZATION

Hyper-V

Proxmox

- CLOUD PLATFORMS

AWS

Microsoft Azure

- SCRIPTING

PowerShell

Python

- CONTAINERS

Docker

- CONFIGURATION MANAGEMENT

Terraform

Ansible

- TICKETING

Salesforce

JIRA

- CI/CD

GitHub Actions



Projects

Portfolio Website

- Deployed a web application on AWS using S3 for storage, CloudFront for content delivery, Certificate Manager for certificates, and AWS Lambda for web functions, and DynamoDB for database management.
- Automated deployment processes using GitHub Actions and Terraform.

Network Infrastructure Setup

- Designed and implemented a small-scale network infrastructure for a simulated organization.
- Configured routers, switches, and firewalls to ensure secure and efficient data flow.
- Employed monitoring tools to maintain uptime and performance throughout the project lifecycle.

Network Attached Storage / Docker Containers

- Launched various docker containers for personal use via UnRAID and TrueNAS servers.
- Nextcloud - a suite of client-server software for creating and using file hosting services.
- MariaDB - a relational database for the Nextcloud service.
- Nginx Proxy Manager - a reverse proxy service that allows services to be exposed to the Internet.
- UrBackup / Syncthing - Backup solutions for important files.