

# Charles Bruderer Wise

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## Summary

### Red Hat Certified System Administrator (RHCSA) and Certified Engineer (RHCE) for Red Hat Enterprise Linux 7

- Over 2 years of professional system administration experience with CentOS and Debian-based Linux virtual and dedicated servers
- Achieved a 100 percent Linux web hosting customer satisfaction rating, passed the Red Hat Certified System Administrator (RHCSA) and Red Hat Certified Engineer (RHCE) exams, and was promoted to a Level III Linux support technician all within 13 months
- Over 1 year of experience with system monitoring, proprietary cloud platform maintenance, data recovery, and dedicated hardware maintenance at on-site and collocated data centers
- Managed a team of seven employees in a new department focusing on system monitoring and event triage, and served on an inter-departmental team working to build and implement a new monitoring platform using Prometheus

## Employment

### Liquid Web Inc. - Lansing, Michigan, USA

#### Operations Command Center Team Lead (Oct. 2018 – Dec. 2018)

- *Managed a team of seven employees focusing on internal and external system monitoring using Nagios and in-house tools (push gateways, RAID alarm monitoring) as well as triaging incoming system restoration and hardware maintenance requests through the Salesforce Lightning ticketing system across on-site and collocated data centers*
- *Tracked employee attendance and individual performance, met with team members to discuss personal goals, and served as an escalation point for department issues*
- *Served on an inter-departmental team focusing on building and implementing a new monitoring platform using Prometheus, and participated in the development, trialing, and documentation of the new platform for the department*
- *Collaborated with the system restoration and technical development teams to implement a second round of Spectre/Meltdown vulnerability patching of all internal and external dedicated systems over a week-long period*

#### System Monitoring and Recovery Technician (Dec. 2017 – Oct. 2018)

- *Monitored customer virtual and dedicated servers (CentOS, Ubuntu, Debian, Windows Server) and internal systems (proprietary cloud platform, HVAC, electrical) across on-site and collocated data centers using in-house and commercial monitoring systems (Nagios) to proactively and reactively address hardware, software, and data center issues*
- *Restored data on Linux virtual and dedicated systems using in-house (cloud snapshots) and commercial (cPanel, R1Soft) backup solutions*
- *Performed hardware maintenance and upgrades (software and hardware RAIDs, RAM modules, cooling systems, power supplies, network interface controllers) on tower and rack-mount servers at on-site data centers, and coordinated hardware maintenance and upgrades via remote teams at collocated data centers*
- *Collaborated with the technical development team to do initial Spectre/Meltdown vulnerability patching of all internal and external systems across all data centers over a two-week period*
- *Participated in a department-wide project to relocate customer hardware from a legacy data center in preparation for its closure*
- *Asked to join the newly created Operations Command Center team after 7 months*

#### Linux Support Technician (Aug. 2016 – Dec. 2017)

- *Hired as a Level I support technician handling support tickets (Zendesk, Salesforce), telephone calls (Shortel), and live chats (LiveChat, Salesforce) concerning technical issues with cPanel and Plesk control panels and Linux virtual and dedicated servers (CentOS, Ubuntu, Debian) focusing on operating system, Apache, MySQL, and PHP configuration*
- *Triaged incoming support requests for all other customer-facing departments*
- *Developed internal documentation on DNSSEC and PowerDNS, GitLab implemented via Docker containers, and Redmine using Phusion Passenger for usage by support technicians*
- *Achieved a perfect score on the Red Hat Certified System Administration (RHCSA) exam and passed the Red Hat Certified Engineer (RHCE) exam within 8 months*
- *Promoted to a Level II support technician within 6 months and to a Level III support technician within 13 months, and achieved a 100 percent customer satisfaction rating during Oct. 2016-Oct. 2017 12-month review period*
- *Applied and was accepted to the system monitoring and recovery team after 16 months*

## Education & Qualifications

B.A. Earth Science, German Studies, Vassar College, 2014  
GPA: 3.2 / 4.0  
IES Abroad overseas semester, University of Vienna (2013)

Red Hat Certified System Administrator (RHCSA)  
Red Hat Certified Engineer (RHCE)  
Red Hat certification ID: 160-269-643

## Skills

### Technical

Linux server and desktop administration (CentOS, Red Hat Enterprise Linux, Ubuntu, Arch Linux)  
Cloud platform administration (Liquid Web Cloud)  
Control panel administration (cPanel, Plesk)  
Monitoring systems (Nagios, Prometheus)  
Backup systems (cPanel, R1Soft)

### Languages

German - proficient (written and verbal)

*References available upon request*

Last updated: April 12, 2019