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Summary

Experienced Linux Systems Engineer and Aspiring Software Developer

- Over 4 years of Red Hat and Debian-based Linux system administration experience
- Over 3 years of Microsoft Windows Server system administration experience
- Master of Software Development degree candidate at Victoria University of Wellington - Te Herenga Waka

Employment

Technical Advisory Services Limited (TAS) (Jun. 2019 – Sep. 2021) - Wellington, New Zealand

System Support Engineer - Regional Support Team
- Member of a 24-hour on-call team providing Tier 2 support for regional clinical systems shared by multiple district health boards (DHBs) across the Lower North Island of New Zealand
- Managed incoming tickets using Cherwell Service Management and coordinated with multiple vendors to deliver solutions for DHBs and their end-users
- Developed and tested releases as part of an extensive change management system to introduce enhancements, upgrades, and bug-fixes into production systems
- Enhanced the resiliency and long-term stability of Linux-based infrastructure by leading internal projects to undertake regular operating systems patching, develop an NFS-based log archiving solution, and transition all Linux servers to Active Directory management

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 colocated data centres
- 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 to develop, trial and implement a new monitoring platform using Prometheus
- Collaborated with the system restoration and technical development teams to undertake Spectre/Meltdown vulnerability patching of all internal and external dedicated systems

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 colocated data centres using in-house and commercial monitoring systems (Nagios) to proactively and reactively address hardware, software, and data centres 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 centres, and coordinated hardware maintenance and upgrades via remote teams at colocated data centres
- Collaborated with the technical development team to do initial Spectre/Meltdown vulnerability patching of all internal and external systems across all data centres over a two-week period
- Participated in a company-wide project to relocate customer hardware from a legacy data centre in preparation for its closure

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 configurations
- Triaged incoming support requests for all other customer-facing departments
- 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

Master of Software Development degree candidate, Victoria University of Wellington - Te Herenga Waka (expected June 2022)
B.A. Earth Science, German Studies, Vassar College, 2014
IES Abroad overseas semester, University of Vienna (2013)

Skills

Technical
Linux server and desktop administration (CentOS, Red Hat Enterprise Linux, Oracle Linux, Ubuntu, Arch Linux)
Microsoft server administration (Windows Server 2008, 2012, 2012R2, and 2016)
Cloud platform administration (Liquid Web Cloud)
Control panels (cPanel, Plesk)
Programming languages (Java, Bash)

Languages
German - proficient (written and verbal)

References available upon request

Last updated: February 9, 2022