

SUMMARY OF QUALIFICATIONS

- Leadership experience
- Customer service experience
- Programming experience
- Proficient with Windows/Linux/BSD operating systems
- System/network administrator experience

SKILLS AND EXPERIENCE

- >15 years: Linux, Windows administration (servers, PCs, Active Directory); Python, PHP, Perl, JavaScript, Bash; MySQL, Apache, nginx; CGI/FastCGI, IP/TCP/UDP, Git
- >5 years: C, jQuery, Django
- >1 year: C++, Django, Java, PostgreSQL, TCL, Laravel, Vue, Quasar
Cisco, Juniper, FreeBSD
- <1 year: C#, MS SQL, React

WORK HISTORY

- Network/System Administrator** March 2018 through Current, Simply NUC: Round Rock, TX *Remote since 2020*
- Designed, deployed and maintain internal network configuration for multiple international locations, including site-to-site VPN
 - Deployment and maintenance of PCs, servers, and kiosks/embedded systems; selection of vendors (cloud/software/hardware)
 - Triage, respond to and resolve all requests related to IT and internal software
 - Software/systems/network architecture and security for tools and APIs used internally throughout the company, and externally by partners and customers
 - Administer internal systems (Windows 10 and 11; Ubuntu, OpenSuse, and Red Hat Linux)
 - Ensure uptime of corporate and manufacturing networks and systems
 - Team Lead for the Software Development/IT team
- BC Repair** June 2017 through February 2018, Charter (Spectrum): Austin, TX
- Technical support, existing sales, and billing for business customers and other departments
 - Responsible for troubleshooting, identifying, and resolving issues
 - “Floor-walker”: Assist with mentoring peers and answering peers’ questions
- Teleservices Rep 2 - Level 3** July 2016 through June 2017, Harte Hanks (FedEx): Austin, TX
- Technical support for all four FedEx shipping solutions
 - Identify and resolve customers’ technical or procedural issues and questions
 - Refer to Sales, Customer Service, Billing, and other teams as needed
 - Train customers in all aspects of FedEx’s shipping solutions
- Web Developer/IT** August 2014 through July 2015, Annihilator Customs: Austin, TX
- Maintained the E-commerce website and directed subordinate on data entry tasks
 - Implemented software to automatically import data from vendor product listings
 - Responsible for sales, support, and marketing regarding the website
- Jr. System Administrator** June 2011 through August 2011, HostGator: Austin, TX
- Sales, billing, and technical support to customers via chat and phone
 - Escalating issues/fixes internally as needed due to access restrictions
- IT Assistant (summer job)** June 2006 - July 2009, Brentwood Christian School: Austin, TX
- Assist with upgrades, configuration, and maintenance during summer breaks