

Ten-Second Summary

System Administrator with 10 years of experience working on Linux and Windows servers in the web hosting industry. Specialising in Linux system administration, I am able to utilise strong customer service and sysadmin skills to provide professional service to clients as well as resolve complex technical issues.

Employment history

System Administrator – Anchor

August 2018 – Present

- Administration of CentOS, Debian, and Windows systems.
- Monitor critical production infrastructure on cloud and on-prem Dell Enterprise hardware.
- Build and maintain puppet codebase to orchestrate changes across hundreds of customer environments.
- Use Terraform and CloudFormation to manage AWS cloud infrastructure with code.
- Working with Web and Database servers such as Apache, NGINX, MariaDB, and Postgres via SSH.
- Consulting on Cloud infrastructure environments, such as providing right sizing recommendation for clients on AWS with the help of VMWare CloudHealth.
- Responding to critical incidents in business hours alongside other tasks, as well as out of hours on an on call rotation (such as resolving high server load, Denial of service attacks, low disk space, and emergency support calls).
- Respond to Client enquiries via email and phone, while maintaining consistent customer communication for long running issues.
- Performing QA tasks to ensure the quality of new customer environments before they go live.
- Maintain out of hours patching / update schedules for managed systems, and perform manual updates when required.
- Write and maintain documentation for technical processes being used by the SysAdmin team.

Level 2 Technical Support – Hostopia Australia

Feb 2016 – July 2018

- Assisting Dedicated server and VPS clients with support and providing advice for their services.
- Responding to monitoring alerts (Nagios and Zabbix) to proactively prevent issues and quickly resolve disaster alerts.
- Performing operations tasks related to the maintenance and stability of customer servers and their backup policies for Linux and Windows clients.

Onboarding and Account Management – Crucial Cloud Hosting

Aug 2014 – Feb 2016

- Making calls to assist with on-boarding new clients on fully managed VPS hosting services.
- Coordinating complex migrations with clients and dedicated technical support team.
- Providing on-going white glove support to clients who are using Crucial's high-end VPS hosting, including periodically reaching out to check in, and resolve any minor issues proactively to promote client retention.

Technical Support – Digital Pacific & Crucial Cloud Hosting

Nov 2010 – Aug 2014

- Providing email and telephone based support for a range of hosting services, including Shared, VPS and Dedicated Server customers.
- Diagnosing and resolving issues with client hosting services.
- Providing leadership and mentoring to the dedicated support team based in India.

Knowledge and experience

Workflow	I am a passionate Linux user, preferring the Gnome desktop environment, proficient using ViM, Git (Tig to browse commit history), SSH, rsync, Ubuntu, and I also like to have a tiling terminal emulator like Tilix for productivity.
DevOps	Familiar with a number of DevOps practices such as Configuration management using Puppet and Ansible, Infrastructure as Code using Terraform and CloudFormation, strong Git hygiene practices such as Atomic commits, Imperative commit messages, and Pushing to central repositories such as Github
Databases	Experienced with MySQL and PostgreSQL, including performance and security optimisation, and diagnostic and recovery operations. Some experience with MSSQL and SSMS as well.
Virtualisation	Have deployed and managed VMs using KVM and Puppet, as well as OnAPP and Virtuozzo. Most of my experience has been centered around managing KVM guests using CLI tools to resize attached disks, shut down and reboot locked up servers, as well as using Virt-Manager to establish console connections. Have also used VMWare ESXI / vSphere in client environments, and VirtualBox for personal VMs.
Security	I've got a deep appreciation for building platforms with best practices in mind and maintaining good security hygiene, for example, using the principle of least privilege when considering user permissions, as well as using passphrases in lieu of passwords or even disabling passwords entirely when keys can be used (such as with SSH) and enabling Two Factor Authentication wherever possible.
Automation	Along with my experience using Puppet to perform ongoing maintenance of a large number of servers, I also have a philosophy of minimising the amount of manual work in repetitive tasks, and I've employed tools such as Bash, Python, and Ansible to automate repeatable or large repetitive tasks.
Cloud Computing	Experienced with AWS EC2, S3, RDS, and CloudWatch. I have experience managing cloud infrastructure programmatically using Terraform (along with Github and Atlantis for code review).
Monitoring	Working in an On-Call rotation has given me good experience with using tools such as Nagios, Datadog and Pagerduty. I have a good sense of how to Triage alerts so that even if the root cause cannot be solved immediately, enough useful information is noted so that the problem can be diagnosed and permanently resolved later on.
Tools	Experience with a wide variety of professional tools such as ticketing systems (RT, Zendesk, SupportPal, Kayako), CRMs (Salesforce), Billing Systems (WHMCS), Web hosting control panels (cPanel, Plesk), and Bug tracking / Task management software (Jira, Trello, Asana).
Personality	I would describe myself as an articulate, patient, and compassionate person. I thrive in team settings, and enjoy collaborating on technical issues. I can explain complicated concepts to others, regardless of their level of familiarity.

Education

Certificate IV Networking Loftus TAFE	2009 – 2010
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Certifications

Certified Cloud Practitioner Amazon Web Services	2019 – 2022
Certified Solutions Architect Associate Amazon Web Services	2019 – 2022