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http://square-r00t.net
GPG Fingerprint: 7482 31EB CBD8 08A1 4F5E 85D2 8C00 4C2F 9348 1F6B
GPG Key ID: 0x8C004C2F93481F6B

Summary

Has been involved in the field of computer technologies for 15+ years. Is active in self-education of contemporary technologies. Is innovative with solutions and dedicates self to resolving issues while overcoming challenges. Has strong passion for using technology to benefit others. Is enthusiastic about spreading technological knowledge. Aims to find most effective solution.

Professional Skills

Technical
- Has run/maintained community-based website (design) and webserver (technical) as well as mail server (postfix/dovecot/squirrelmail), in addition to private network(s) both physical and virtual
- Has advanced experience with hardware and tower assembly for desktop, server
- Has been commissioned to compose technical documentation
- General server administration (GNU/Linux, BSD, some Windows 2003, some Solaris)
- Has had professional training with image manipulation software
- Has extensive hardware repairing experience such as hard drive repair and recovery, motherboards, soldering, laptop hardware, etc.
- Is experienced with data recovery and offsite networked backup solutions
- Has intermediate experience with Asterisk/PBX systems and other VoIP applications
- Has intermediate to advanced experience with OpenVPN and PPTP VPN protocols
- Has intermediate and above experience with virtualization technologies such as KVM, VirtualBox, Virtuozzo/OpenVZ, others
- Has advanced experience with Linux LiveCD/LiveUSB building (both installation images and specialized tool images)
- Has intermediate to advanced knowledge and moderate experience with networking concepts including:
  - Firewalling (on embedded devices and x86-based hardware)
  - TCP/IP & UDP (some ICMP) packet management/sniffing/routing, CIDR subnetting, etc.
  - Quality-of-Service
  - VLAN
  - PoE Device Installation/Configuration (in conjunction with VLAN)
  - Network/Physical Intrusion Prevention/Detection
  - Physical Network Security
  - Cable installation (RJ45-terminated Cat5(e), RJ11-terminated lines, switches, patch panels, etc.)
  - Terminal Services
  - PXE-booting

- DHCP management
- Thin Client Computing (in conjunction with PXE-booting)
- LDAP, Kerberos, SAMBA, CUPS, NFS, etc.
- (And other services)

Analytical

♦ Has intermediate to advanced knowledge of Linux (Gentoo, Debian/Ubuntu, Fedora Core/Red Hat/CentOS, Arch, and SuSE distributions)

♦ Has intermediate to advanced working knowledge and experience with cPanel/WHM

♦ Has served as sole support technician on-call/available for "graveyard shift" (2200-0800EST)

♦ Dedicated to finding an efficient yet powerful resolution to tasks given

♦ Has experience with "end-user" software including Excel, Word, Powerpoint, Outlook/Outlook Express, Adobe Illustrator CS2, Photoshop CS2, PuTTY, the GIMP, Irfanview, ProFTP, WinSCP3, Firefox, Opera, various VNC-based protocols, the OpenOffice suite, and several varied IRC clients among others

♦ Has working experience with WHMCS

♦ Able to diagnose and identify many problems encountered in computing and server administration

♦ Has been actively engaged in several projects such as livecd building/remastering, server architecture, media center design and implementation

Education

Montgomery County Community College
(no degree acquired)
Major: Liberal Studies

Ellis University
(no degree acquired)
Major: Technical/professional writing with a
strong technological focus.

Relevant Field Experience

Towne Answering Service
September 2003 – July 2006
Systems Operator, Assistant Supervisor
Responsibilities: Resolving client/operator issues, handling calls for a variety of clients, maintaining call system integrity, guiding calls to appropriate destinations

Adopt A Tech
August 2006 – August 2007
Technician, Research & Development
Responsibilities: Repairs (hardware and software) and various other tasks for clients, maintaining infrastructure integrity, developing remote support aids and deployment

ACE Technology
August 2007 – October 2008
Technician, Field Technician, Sr. System Administration, Research & Development, NOC
Administrator
Responsibilities: Responsible for company infrastructure plus approx. 800 client GNU/Linux servers, acknowledgment of further responsibilities protected by non-disclosure agreement

Tektonic
October 2008 – October 2009
Technician, Research & Development Assistant, Jr. System Administration
Responsibilities: Responsible for approx. 80 physical host servers plus approx. 3500 client virtual servers (OpenVZ, Virtuozzo)

Barrister Global Services Network
September 2009 – April 2010
Diagnostic Technician, Repair Technician
Responsibilities: Diagnose and ship replacement hardware, walk onsite techs through installation/replacement procedures for both home computers and laserjet printers. Repair units that were sent in via depot for advanced repair. Also composed documentation and rolled together a GNU/Linux-based LiveCD for field techs' usage (for "branding" motherboards/hard drives, gathering hardware information, performing hardware diagnostics, creating reports based on hardware information, etc.)

A Small Orange
April 2010 – February 2014
Technician, Technical Supervisor, Customer Service Supervisor, System Administrator
Responsibilities: Maintained fleet of 600-some shared servers, 100-some VPS nodes (Virtuozzo) and countless OnApp containers. Resolved escalated support tickets. Handled customer satisfaction, furthering of quality assurance in customer service levels, redesigned and maintained PXE/kickstart provisioning and rescue system, etc.

FoxyProxy, LLC.
February 2014 – Present
Contractor-to-hire, Systems Administrator, Systems/Platform Engineer, Network Engineer
Responsibilities: Design various systems (primarily through scripting) to aid in IaaS delivery to consumer, 150+ HTTP proxy and VPN (PPTP, OpenVPN) nodes across 50+ countries globally, ensure steady maintenance and reliability of system configuration/uptime of services, designing and implementing new services, engineering solutions to overcome environmental limitations and/or restrictions for delivery of third-party services

Community Involvement

Freelance tutor	2000 - 2004
Administrator for community project(s)	2005 - Present
Small publication editor	2004 – 2005
IT Solutions Consulting volunteer	2006 – Present
Volunteer Consultant for Circle of Hope	2012 – Present
NOC Engineer for Project.Phree	2013 – Present
Speaker – FOSSCon	2013
Speaker – PumpCon	2013
Speaker – Security Bsides DE	2013
Host – https://sysadministrivia.com	2015 – Present

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The most recent copy of this document can be found at:
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