

JANE DOE

Email: email@gmail.com

Phone: (000) 000-0000

LinkedIn: linkedin.com

LINUX ENGINEER

SUMMARY

Experienced analytical professional with a proven track record of developing strong and lasting client relationships while engaging in conflict and problem resolution. Highly competent systems administrator with 15 years of experience in working with different technologies, executing company strategies, and working on process improvement. Displayed expertise in creating innovative problem resolutions, as well as improving process efficiency. Energetic professional and effective communicator capable of working individually, as well as functioning as a part of a team. Adept in handling Windows administration, Amazon Web Services, and Linux Administration, while providing information security and compliance with standards of the company. Proven track record in optimizing processes and ensuring quality delivery of large-scale initiatives. Results-oriented leader with strong technical background, eager to join the progressive company and utilize skills and knowledge to achieve and exceed company goals.

SKILLS

- Leadership skills
- Information security
- Innovation
- Linux and Windows
- Strategic thinking
- Red Hat Satellite
- AWS
- Customer service
- Time management
- Negotiation skills
- Organizational skills
- Troubleshooting
- Research and strategy
- Communication skills
- Analytical thinking

EXPERIENCE

Senior Linux Engineer
Company, City, ST

06/18 – Present

Highly competent professional responsible for support for Linux environment in the corporate and federal environment. Regularly maintains and supports Red Hat Satellite environment. Displayed excellent communication and troubleshooting skills while identifying problems and troubleshooting customer issues. Regarded for innovation in approaching issues and developing efficient solutions for technical problems. Creates and implements documented procedures to achieve better productivity and overall growth. Demonstrated strong problem-solving and troubleshooting skills as well as superior attention to details in handling daily tasks.

- Successfully revamped the entire patching procedure for both corporate and government environments
- Contributed to increased security by reducing the number of security vulnerabilities from over 20,000 issues to 0 in 3 months
- Showcased excellent leadership skills while managing a team in patching more than 4,000 servers in a DEV/Prod life cycle weekly
- Created and implemented a server build SOE document, allowing better efficiency and time usage due to accurate procedures for each server build
- Setup Satellite to be able to provision servers by either kickstart or image provisioning based on FISMA requirements

Senior Technical Support Engineer
Company, City, ST

11/16 – 06

In charge of providing technical support to customers using satellite technology. Displayed excellent organizational and communication skills while interacting with various groups of clients across the world in a 24/7 environment. Showcased the ability to approach problems from different perspectives while troubleshooting escalated issues and creating innovative technical solutions based on the acquired information. Recognized for exceptional performance for responding within the designated service-level agreement (SLA) period to incoming calls and chat and web-based inquiries about the company.

- Collaborated with in-house developers and engineers to create innovative solutions and properly address escalated issues
- Displayed excellent communication skills and assured top-notch customer service
- Recognized for contribution to global Red Hat management system while working with customers and ensuring satisfaction as well as retention
- Recognized for the ability to understand customer's business needs and satisfy them by developing innovative solutions

Senior Linux Administrator
May 2007 – Sep 2016
Company, City, ST

05/07 – 09/16

Focused on the operations and maintenance of all Linux-based servers, including RHEL, CentOS, Ubuntu, and Oracle Linux. Showcased excellent operational efficiency while maintaining and building up the Satellite 6.2 environment, as well as the IDM environment for all the servers. Established and maintained an Ansible control server to better manage the large collection of Linux servers. Displayed strong expertise while migrating Linux servers from NIS to IDM. Adept in utilizing various infrastructure management products and systems to implement growth and increase productivity.

- Successfully managed Red Hat (RHEL) 6 and 7 servers, as well as Satellite 6 and capsule environment
- Efficiently built and managed Red Hat IDM environment, as well as RHEL servers using Ansible
- Displayed expertise in troubleshooting issues and executing migrations from NIS to IDM using Ansible

CERTIFICATES

Red Hat Certified Engineer (RHCE)

Red Hat Certified Systems Administrator (RHCSA)

Cisco Certified Entry Networking Technician (CCENT)

Undergraduate Certificate in Information Science and Technology

Undergraduate Certificate in Security and Risk Analysis

Certificate in Network Engineering Management

EDUCATION

Bachelor's Degree in Security Risk and Analysis
University of Phoenix,
Phoenix, NV

2007