Jonathan Sloan

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in LinkedIn (https://www.linkedin.com/in/jonathan-sloan-52a808146)

○ GitHub (https://github.com/jsloan117)

👤 ABOUT

A Certified Linux System Administrator with experience in the daily operations, support and maintenance for Linux operating systems, and servers. Managed web services and providing support for Linux system-related issues and requests for all clients.

🏢 EXPERIENCE

Associate Infrastructure Engineer, H&R Block (https://www.hrblock.com)

June 2019 — Present ⊘ 2 days

H&R Block the leading tax experts.

- Manage internal systems that are required for daily operations.
- Not only work with my team to accomplish tasks and projects, but also with many other teams across H&R Block, such as: development, networking, security, and management. Work on-call 24/7 for solutions I am a primary Engineer for.
- Support Operating systems that are based on Linux & Windows.
- Troubleshoot multitude of issues and services.

Level 1 Support Technician, Codero (https://www.codero.com)

January 2018 — May 2019 ⊘ a year

Codero a web hosting company based out of Overland Park Kansas. They offer everything from cloud computing to high-performance dedicated servers.

- Support Customers via Phone, Live Chat, and Ticketing system.
- Support Operating systems that are based on Linux & Windows.
- Support cPanel/WHM & Plesk control panels.
- Troubleshoot multitude of issues and services.

Compliance Specialist, A2 Hosting (https://www.a2hosting.com)

June 2015 — July 2017 ⊘ 2 years

A2 Hosting a web hosting company based out of Ann Arbor Michigan. They offer everything from a basic website to high-performance dedicated servers.

- Worked remotely from home.
- Supported Customers via Phone, Live Chat, and Support Tickets.
- Monitored Exim mail queues and logs for spam and other malicious activity using nagios.
- Monitored our IP address for blacklisting issues and handled them based on our policies.
- Helped to document procedures and policies, regarding compromised accounts and blacklisting issues.
- Reviewed abusive accounts and proceeded accordingly per our procedures and or policies.
- Worked with 3rd party abuse companies to take down malicious sites.
- Created bash scripts to help automate and obtain information from logs.

Linux Support Analyst, A2 Hosting (https://www.a2hosting.com/)

December 2013 — June 2015 ⊘ a year

A2 Hosting a web hosting company based out of Ann Arbor Michigan. They offer everything from a basic website to high-performance dedicated servers.

- Worked remotely from home.
- Supported Customers via Phone, Live Chat, and Support Tickets.
- Migrated client cPanel accounts from other hosts to our servers as well as internally.
- Assisted customers with pre-sales and sales questions.
- Provided server-side support for hosting services.
- Review abusive accounts and proceed accordingly.
- Work with 3rd party abuse companies to take down malicious sites.

🎓 EDUCATION

Computer Information Systems concentrated in Cyber Defense, Bachelor

2011 — 2016 ⊘ 4 years

Baker College

Cisco Systems and general IT

2007 — 2009 ⊘ 2 years

Four County Career Center

</> SKILLS

Linux Systems Administration

CentOS Ubuntu Scripting Management Monitoring Security

Troubleshooting Services

DNS HTTP POP3/IMAP SMTP FTP MySQL

General IT

Networking Technical Support Computer Repair Troubleshooting Hardware & Software Customer Service Documentation Software Installation

Automation & Development

Bash Git

🏆 CERTIFICATES & AWARDS

Certified Solutions Architect - Associate (SAA), AWS

Certified on: Feb 15, 2019

Linux+, CompTIA

Certified on: Oct 27, 2017

LPIC-1, LPI

Certified on: Oct 27, 2017

Collegiate Cyber Defense Competition, National CCDC

Awarded in: May 01, 2013

Regional contestant

PC Servicing & Troubleshooting, Business Professional of America

Awarded in: Feb 01, 2009

State contestant

PC Servicing & Troubleshooting, Business Professional of America

Awarded in: Feb 01, 2008

State contestant

♥ INTERESTS

DevOps & Development

Chef | Automation | CI pipeline | Cookbooks | Inspec | Ruby

Linux Administration

Bash Scripting | Installing & troubleshooting software

💬 LANGUAGES

English, Native speaker

👍 REFERENCES

> — Available upon request.