

WOLF

wolfwings@gmail.com | Mobile 785-953-9647 | Kansas City, MO 64155 | linkedin.com/in/wolfwings

Top-performing leader in Technical Project Management with 20 years of experience guiding motivated teams and implementing advanced problem-solving techniques and oversight of IT security operations. Consistent results delivering focused success as a remote systems engineer, providing operational support and fluently translating complex technical issues into easily digestible terminology for diverse audiences and cultures across the globe. Track record of building training materials and writing documentation for business practices and technically oriented endeavors.

VALUE OFFERED

- ❑ Physical Security Training
- ❑ Social Engineering
- ❑ Technical Writing
- ❑ Expansive Global Social Network
- ❑ High-Security Deployments
- ❑ Security Operations & Application
- ❑ Automated Process Management
- ❑ Multicultural Translations
- ❑ Cross-Functional Communication

CAREER HIGHLIGHTS

RACKSPACE TECHNOLOGY, San Antonio, TX, 2012 - 2021

Linux Systems Engineer 3 (Remote)

Served as primary escalation for Linux issues regarding common CMS work such as WordPress, Magento, Drupal, and Joomla, additionally working with full custom websites which were managed for clients. Specialized in performance tuning and right-sizing of environments which reduced cost to a level of actual need based on logged traffic levels, efforts which proved especially helpful after rapid-scale-outs following a traffic spike. Assisted with PHP and MySQL debugging as one of a two-man team, with responsibility for troubleshooting the more complex websites and database issues. Utilized depth of topical understanding to build self-paced online training lessons as well as video versions of the lessons.

- ❑ **Created training resources on more advanced topics** to help other Linux techs better comprehend materials, including NGINX, PHP-FPM vs. MOD_PHP, MySQL tuning, basic statistical analysis for resource usage, and more.
- ❑ **Established scripting** which was used by account managers and technical sales to gather resource usage, automate statistical analysis steps, and ensure human-readable and easily copied/pasted output.
- ❑ Assisted aggravated customers with a multitude of concerns and **ensured that other employees across all shifts were well-trained in de-escalation techniques.**

SAVVISDIRECT, St. Louis, MO, 2012

Linux Systems Engineer 3 (Remote)

Hired on initial team to engineer, design, and build out the entire public cloud systems, focused entirely on back-end cloud server deployment, scaling, and more. Drafted documentation for tech-support team to handle support tickets.

- ❑ **Rewrote Windows server deployments** to complete in less than two minutes versus the prior 30-minute rate which **allowed for auto-scaling of IIS-based environments to become a viable offering.**
- ❑ **Joined an elite team in building and racking** the entire initial datacenter with dozens of full 42U racks of equipment and fully tested all associated hardware before deployment to any environments.
- ❑ Authored the majority of tech support's 'recovery' documentation which **focused on minimizing worst-case scenarios and created an extremely safe and predictable recovery environment.**

DATAPIPE (FORMERLY LAYERED TECH/GSI HOSTING), Kansas City, MO, 2007 - 2012

Linux Systems Administrator 2

Provided broad spectrum Linux administration with heightened focus on high-security deployments, PCI-DSS compliance, and auditable tracking of all actions taken. Relied on writing documented scripts to perform work on client servers, with little to no direct logins allowed.

- ❑ **Wrote the onsite security policies manual** including comprehensive facilities walkthrough, maps, and a complete list of ingress/egress points to check.

***ADDITIONAL IT & PHYSICAL SECURITY EXPERIENCE, 1997 - 2007

TECHNICAL PROFICIENCIES

Linux, NGINX, PHP, Full-Stack Web Development, MySQL