Jane **Doe**

LINUX SYSTEM ADMINISTRATOR

123 - 1234 Avenue Ave, City, Province

☐ (123) 456-7890 | ✉ jane@doe.ca | in janedoe123

Wor**k Experience**

Fintech Company
City, Province

LINUX SYSTEM ADMINISTRATOR
September 2020 - Present

- Provide ongoing operational support and work closely with team members on issue resolution.
- Assist in server maintenance, application deployments, implementation and maintenance of IT Operations support tools.
- Develop and maintain system use guides, run books, and other documentation as needed.

Insurance Company
City, Province

TECHNICAL SUPPORT SPECIALIST
May 2020 - September 2020

- Created Python and PowerShell scripts to automate standard company processes, such as performing server health checks or pulling information from vROps.
- Analyzed and diagnosed problems when notified by advanced monitoring tools such as Omnibus, Splunk, Nagios, SCOM, and AKIPS.
- Managed jobs in Control-M, provided detailed information in incidents in the event of job failures, and resolved job failures as required.
- Took snapshots and performed other routine management tasks in the VMware environment.

Investments Firm
City, Province

INFRASTRUCTURE ENGINEER
August 2019 - March 2020

- Fulfilled service requests and incidents within the SLA, and logged them in the service management system.
- Provided instructions and training to new employees on how to use their computer and software.
- Implemented modifications to servers in the VMware environment via PowerShell.
- Pulled weekly backup tapes to be sent offsite, updated backup system accordingly, and monitored backup system to resolve issues as they appeared.

University
City, Province

JUNIOR SYSTEMS ANALYST / STUDENT TECHNOLOGY ASSISTANT / RESIDENCE NETWORK PROCTOR
June 2017 - August 2019

- Resolved incidents involving network access, software problems, and malfunctioning hardware both in-person and via email or telephone.
- Co-ordinated the review of six hundred knowledge base articles, and worked with interns to update or re-write one hundred and sixty two of them.

Edu**cation And Skills**

Institute of Technology
City, Province

DIPLOMA IN COMPUTER INFORMATION SYSTEMS
Sept. 2016 - June 2018

- **Operating Systems** Red Hat Enterprise Linux, CentOS, Ubuntu Server, SUSE, Windows Server, Cisco IOS.
- **Routing** OSPF and EIGRP (IPv4 and IPv6).
- **Security** Wireshark, VPNs, ACLs, SELinux, iptables, nftables, firewalld.
- **Automation** Ansible, Puppet, Bash Scripting, Python, Ruby, PowerShell.
- **Virtualization** VMware Workstation, vSphere, and ESXi, KVM, Hyper-V.
- **Web Technologies** AWS EC2, S3, and IAM, Apache Web Server, PHP.
- **Communications** Microsoft Teams, Skype for Business, Microsoft Exchange, Cisco Jabber and WebEx, CUCM, VoIP.
- **Miscellaneous** Office 365, SQL, Git, Jenkins, Active Directory, Docker, Nagios.

Cer**tifications**

SECURITY

2019   **CompTIA Security+,** CompTIA   *Vancouver*

SERVICE MANAGEMENT

2018   **ITIL 4 Foundation,** AXELOS   *Vancouver*