

JASON DEW

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EXPERIENCE

Replacements, Ltd.

Senior Linux Administrator

February 2022 - current

Greensboro, NC

- Administer and support Linux servers (Red Hat/Oracle Linux), physical and virtual running on VMware and KVM
- Automate Linux server deployment steps, minimizing workloads and increasing standardization
- Implement configuration management through Ansible
- Deploy inventory tool to document environment configurations
- Develop integrations of inventory and configuration management tools utilizing scripting (bash,python)
- Automate workflows with Jenkins, Github Actions, Ansible
- Participate in on-call rotation to provide off-hours support
- Maintain documentation of processes and troubleshooting steps

College of Veterinary Medicine, NC State University (TekSystems)

System Administrator

April 2020 - February 2022

Raleigh, NC

- Troubleshoot system issues
- Automate Linux server deployment
- Implement configuration management through Ansible
- Deploy inventory tool to document environment configurations
- Deploy monitoring tool to ensure systems availability
- Manage stakeholder requests using issue tracking tools
- Clearly communicate expectations and updates to stakeholders
- Develop automation to manage local users in AWS environments in support of research groups
- Develop integrations of inventory, configuration management, and monitoring tools to provide repeatable and consistent documentation, deployments, and monitoring

Cisco Systems, Inc. (TekSystems)

SCM Engineer

August 2018 - February 2020

RTP, NC

- Setup, Administer and Support instances of Git, Github, Bitbucket
- Create and manage organizations, teams, projects, users within various SCM systems
- Ensure proper security is in place for access control
- Utilize Jira for issue tracking and project management
- Establish and consult on best practices and procedures for development and support
- Collaborate with others to troubleshoot and resolve escalated production issues
- Develop tools to automate data collection using API calls (python)
- Maintain documentation of the environment and tools
- Develop automation to configure and manage the environment (Ansible)

**Bioinformatics Group, Lineberger Comprehensive Cancer Center,
UNC Chapel Hill**
System Administrator

June 2014 - August 2018
Chapel Hill, NC

- Build, deploy, and manage physical and virtual Linux servers running Redhat 5/6/7 and CentOS 5/6/7, from bare metal/new VM to fully configured system ready for customer use
- Deploy and maintain configuration management (Ansible) to standardize system configuration
- Develop kickstart files and Ansible playbooks to take bare metal servers/VMs to fully configured systems
- Develop Ansible playbooks to deploy website configurations for a web hosting environment
- Maintain configuration standards by periodic re-running of Ansible on managed systems
- Responsible for backup system (Netbackup)
- Troubleshoot system errors, respond to alerts from monitoring systems
- Develop tools to assist with server and account management (bash scripting, Ansible playbooks)
- Maintain server inventory
- Write and update documentation (wiki)
- Support Apache and Tomcat based web sites
- Monitor support ticket queue for incoming requests

**Cisco Systems, Inc.
(Insight Global)**
Application Support Engineer

February 2014 - June 2014
RTP, NC

- Provide Tier 2 support for Redbox Instant video streaming service
- Troubleshoot Java applications on Linux servers (Redhat 5)
- Analyze application logs using Splunk
- Incident management using Remedy ticketing system and ITIL best practices
- Communicate status of incidents, keeping customer updated

**National Institute of Environmental Health Sciences
(SRA International/TekSystems & Attain, LLC)**
System Administrator

February 2013 - January 2014
RTP, NC

- Manage 100+ physical and VM Linux servers, consisting of Red Hat 3, 4, 5, and 6, and CentOS 5 and 6, through entire lifecycle (install, maintain, decommission)
- Troubleshoot system errors, respond to alerts from monitoring systems via email, SMS, and phone
- Develop automation tools to assist with server management, installation, and configuration changes (shell scripting, perl)
- Maintain server inventory
- Write and update operations documentation (wiki, SOPs)
- Support Apache and ColdFusion based web sites
- Manage load balancing with F5 load balancer
- Work with cross-functional teams to resolve application and security issues

**Cisco Systems, Inc.
(STS International, Inc.)**
Engineering Support Analyst

January 2008 - February 2013
RTP, NC

- Worked as a member of the Engineering Support team to provide a broad range of support services for a user base of over 20,000+ internal employees worldwide
- Performed troubleshooting and system administration services on RHEL, Solaris, and Netapp servers, and handled high-touch priority 1 and 2 escalations

- Provided user-level support for Enterprise Unix/Linux workstations for various components including NIS+, NFS, VNC, LDAP, X Windows, shells, OS installation, email, in a global helpdesk environment through 1st/2nd level email and phone support
- Level 2 position providing fulfillment of user sudo access requests, and troubleshooting of existing access, for both IT and Engineering business units. Worked with Level 3 team on design and testing of new Sudo processes and tools
- Level 2 position supporting Corporate Defect and Enhancement Tracking System (bug tracking) tool.
- Provided additional support to Cisco engineers including: password administration on Active Directory and Unix Environments, remote access, VPN and network connectivity issues, Exchange or POP email, mobile phones, Oracle, Cisco IP Phones

U.S. Air Force / U.S. Air Force Reserves April 2004 - January 2008 / May 2010 - June 2012
Emergency Manager *Hill AFB, UT / Seymour Johnson AFB, NC*

- Able to communicate effectively in diverse environments
- Provided command and control platform for Incident Commanders by operating a mobile Emergency Operations Center
- Developed lesson plans, visual aids, and other training material
- Assistant website manager
- Prepared, reviewed, and provided input to contingency plans
- Monitored actions to preserve life, minimize damage, and restore operations following natural disasters, accidents, wartime attacks, and military operations other than war
- Maintained a DoD Secret security clearance

Worden Brothers, Inc. January 2001 - April 2004
Customer Support Technician *Durham, NC*

- Provided software support to customers over telephone and email
- Communicated complicated instructions to customers with little computer knowledge or experience
- Diagnosed software and hardware issues quickly
- Provided email support to customers with a 20 minute response time

EDUCATION

U.S. Air Force

- Specialized Training: Instructor, Communications, Security, Privacy Act, Records Management, First Aid, CPR

Community College of the Air Force

- Worked toward Associates Degree in Emergency Management

Appalachian State University 1996 - 2000

- Worked toward BS in Computer Science

TECHNICAL STRENGTHS

Computer Languages	bash, python
Tools	git, ansible
Operating Systems	Linux (Red Hat/Ubuntu), Windows