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## **Objective**

To work in an environment that is both challenging and rewarding where skills learned can be utilized while continuing to advance.

## **Employment**

**SoftLayer Technologies**      Mar 2008 – Mar 2010    Customer System Admin / Data Center & NOC Lead

- Shift lead, performing shift management duties and acting as senior operations technician across three sites
- Provided support on customer-managed servers, determining cause and solution, explaining both how to avoid a recurrence and how to correct issues on their own. Treated customers equally regardless of size.
- Constantly tracked network and server monitoring issues which may indicate larger or upcoming problems, reacting quickly and escalating as necessary.
- Accepted and owned 2<sup>nd</sup> and 3<sup>rd</sup> level support issues from first level technicians. Also performed triage for problems needing direct escalation or immediate higher level support. Provided direct customer support via phone and chat.
- Constantly tracked network, power, and temperature issues as they arose. Worked through several outages, maintaining a professional demeanor with customers via phone and support tickets.
- Built servers, performed extensive and regular hardware and software troubleshooting. Helped discover previously unknown RAID and drive related issues.
- Comprehensively tracked RAID issues on thousands of servers, verified alerts, determined means of resolution, and updated customer. Created documentation for other employees to follow similar steps.
- Worked directly with network, development, and information systems teams during escalations.
- Created, maintained, and updated internal operations training and reference documentation.
- Directed sorting, scanning, and checking-in of new servers on truck delivery days, ensuring delivery counts were correct and that servers were scanned and installed correctly, following set layouts which respected power consumption and other physical needs

**Microsoft**      June 2007 – Sept 2007      Server Analyst / MSN Service Operations Center

- Supported multiple internal properties and groups, with a heavy emphasis on documentation and research.
- Troubleshoot and verify MSN related trouble tickets, working with customers to solve issues quickly while managing multiple tickets of varying priorities in a fast paced mission critical 24/7 environment.
- Carefully examine various monitoring tools (including SiteScope and MOM) following strict guidelines and service level requirements while extensively documenting all actions, communication, problems, and solutions.
- Use all problem solving skills and a wide range of server and computer knowledge to complete tasks in a timely manner.
- Worked heavily with Windows Server 2000 and 2003 via Terminal Server while using Windows XP & Vista on workstations. Fixed and maintained Exchange, MSSQL, IIS, and other related servers.

**Optic Fusion**      May 2006 – Mar 2007      Data Center NOC Technician

- Work directly with customers and answer tech support calls and emails.
- Build and install servers to customer's specifications. Install applications, perform backups and other management tasks.
- Support customer managed servers, helping resolve any issues which may arise.
- Troubleshoot network and server issues. Worked with Cisco switches and Windows, Linux, and BSD servers.

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### General Skills

- Familiar with several ticketing systems including UTS and HP OpenView, as well as various custom systems.
- Familiar with multiple monitoring solutions (Node Manager, MOM, Nagios, etc.) with an important emphasis on extensive research and documentation.
- Extensive use and troubleshooting from MS-DOS up through Windows 9x, Server 2000, 2003, 2008, XP, Vista, and Windows 7 on workstations and servers. Familiar with most common Microsoft desktop and many server applications (Office, IIS, MS SQL, etc.). MS SQL 2008 Support SME at SoftLayer.
- Regularly worked on and troubleshot issues in Red Hat Enterprise Linux 4.x & 5.x, CentOS 4.x & 5.x, Ubuntu, Debian 4 & 5, SLES, FreeBSD 6 - 8, Fedora, with some familiarity using Citrix XenServer 5.5.
- Very familiar with Slackware, OpenBSD, and FreeBSD, leading to a large amount of transferable knowledge.
- Extensive troubleshooting experience with TCP and OS network configurations and with their related services (DNS, SMTP, HTTP, POP3, ICMP, etc.)
- Familiar with various network concepts, including VLANs, subnets and hostmasks, routing, firewalls, and bridges.
- Experience managing and troubleshooting Parallels Plesk 8.x & 9, cPanel & WHM.
- Installed, maintained, and managed OpenBSD routers & firewalls and FreeBSD web servers. General familiarity with most popular Linux distributions and with various \*BSD operating systems.
- Created and operated web sites using PHP, MySQL, Apache with up to 15000 individual hits each month.
- Hundreds of hours building and troubleshooting server & workstation hardware, discovering several unknown issues related to RAID arrays and specific drives in use. Very familiar with 32 & 64bit environments. Very familiar with Adaptec SAS/RAID controllers, as well as the 3Ware 9550SX and some LSI controllers.

### Experience Outside of Work

- Boeing Engineering Intern during the summers of 1998 and 1999.
- Active member of the Web Standards Project (webstandards.org) in 1998 and 1999, and was a member of the Tools Committee.
- Mozilla.org HTML Champion (HTML Newsgroup Moderator) in 1999, responsible for creating and maintaining the HTML FAQ and ensuring that all questions were answered properly.
- Active member of the Tacoma Linux User's Group (taclug.org) 2002 – 2006. Board member from 2004 - 2006.
- Performed background research for a "Linux Bible" book by Chris Negus. Set up and configured multiple desktop systems with different Linux distributions and provided background material on Slackware Linux.
- Volunteer for the ninth annual QuakeCon (quakecon.org) in 2004, Grapevine, TX. Supervised and ran the QuakeCon Help Desk, which endeavored to monitor, identify, and fix network and hardware related problems in the BYOC/LAN section of the event where over 2500 computers were connected.

### Education

- |                             |             |             |                    |
|-----------------------------|-------------|-------------|--------------------|
| Washington State University | 2000 – 2001 | Pullman, WA |                    |
| Mt. Tahoma High School      | 1995 – 1999 | Tacoma, WA  | Diploma: June 1999 |
- CAD Lead in 1996 and 1997.
  - Industrial Technology Scholar of the Year, 1998
  - WAVE (Washington Award for Vocational Excellence) Scholarship winner, 1999
  - VICA (Vocational/Industrial Clubs of America) Chapter President, 1997 – 1999