Travis Noles

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Work Experience

Steadfast - Systems Administrator/Datacenter Technician (May 2019-Present)
- Troubleshoot and resolve hardware issues across a variety of server manufacturers
- Swapped disks, memory, PSUs to troubleshoot hardware issues
- Provide remote hands to colocation and managed servers
- Update reverse DNS records
- Resolve Linux server system performance, slow loading sites
- Write documentation for troubleshooting and resolution of recurring issues

IPsoft - Platform Administrator (July 2018 - May 2019)
- Troubleshooted issues for enterprise users of custom monitoring platforms.
- Met with client on regular basis to address concerns and set expectations
- Resolved monitoring issues for various clients
- Created documentation to assist team to resolve recurring issues
- Patched Windows and Linux servers to meet FEDRAMP compliance
- Used Powershell and SSH to create a script to update Windows servers

IPsoft - Linux System Administrator (March 2016 - July 2019)
- Monitored Linux and Window servers for 1000+ clients, responding to issues to meet SLA requirements
- Exceeded SLA per ticket requirements
- Patched RHEL and Windows servers

Support.com - Remote Support Technician (June 2011 - November 2011)
- Supported Comcast's nationwide customer base
- Supported Comcast's wireless gateways
- Provide best effort support across a variety of consumer devices
- Troubleshoot connectivity issue across a variety of consumer devices providing best effort support
- Receive positive customer feedback regularly

Skills

Linux, python, troubleshooting, customer service, Docker, Redhat Enterprise Linux/CentOS, Proxmox, LXC/LXD, Confluence, VMware vcenter