

Alex Kraker

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Dedicated problem solver with over 5 years of experience as a Linux System Administrator and Systems Engineer. Proficiently managed and ensured the uptime of 800+ cloud servers, consistently achieving an SLA uptime of 99.5% or better and 99.95% or better for high-availability systems. Recognized as an Ansible automation subject matter expert (SME), proficient Kubernetes administrator, and seasoned Jenkins CI administrator, having contributed over 10,000 lines of code across 10 diverse projects, including 4 successful 'greenfield' initiatives that supported core infrastructure.

Skills

- **Linux System Administrator**
 - Red Hat Enterprise Linux, CentOS, Rocky Linux, CloudLinux
 - SUSE Linux Enterprise Server
 - Ubuntu Server
 - Pacemaker cluster resource manager
- **Systems Engineer**
 - Ansible
 - Jenkins CI
 - GitHub Actions
 - Docker
 - Kubernetes
- Computer networking
- Cybersecurity
- Cloud computing: AWS, Azure, GCP
- Virtualization: Proxmox VE, OpenStack, Virtuozzo
- Scripting: Bash, Python, and PowerShell

Experience

Linux System Administrator

[Avvale](#) | Tulsa, OK | *March 2022 – Present*

- Primary author or key contributor of CaC type deployment automation supporting both Linux and Windows server infrastructure using Ansible and Jenkins CI. Projects

supporting critical infrastructure include: Sudoers configuration deployment, local user management and LDAP configuration, SSH key rotation and SSH configuration deployment, Linux and Windows server onboarding, Linux and Windows patch automation, among others.

- Managed, configured, and optimized Red Hat, SUSE, and Ubuntu servers across AWS, Azure, and GCP cloud platforms in day to day operations. Including diagnosing performance related issues, configure or resolve file permissions issues, boot failures, storage configuration and management with LVM, NFS server and client configuration management and troubleshooting, diagnose and resolve service failures, troubleshoot network connectivity issues, PAM configuration and user access management, diagnose and resolve failed patches, updates, and Enterprise Linux-related subscription issues.
- Configured and maintained Pacemaker clusters on both SUSE and RedHat Enterprise Linux for high-availability SAP solutions.
- Primary engineer and architect of a Teleport cluster deployment for IdM built in Kubernetes on AWS EKS.
- Developed custom scripted solutions in Bash and PowerShell, highlights include IBM DB2 database backups on GCP, Prometheus & Grafana integrations for monitoring & alerting, and Windows server onboarding.
- Cloud network troubleshooting and configuration & management of both Fortigate and CheckPoint NGFW virtual cloud appliances. Experience with implementing firewall policy rules and ACLs, diagnosing and resolving network reachability issues, patching and upgrading of virtual firewall appliances, troubleshooting and resolving site-to-site VPN connectivity issues.

Managed Hosting Analyst I & II

[InMotion Hosting](#) | Denver, CO | *April 2021 – February 2022*

- Oversaw, configured, optimized, and resolved issues on Linux web-hosting servers, primarily cPanel-based and running LAMP stacks on CentOS or CloudLinux.
- Proficiently installed, configured, and optimized a range of software and systems, including Nginx, Apache, LightSpeed HTTPD, MySQL, PostgreSQL, Varnish, PHP, BIND, FTP servers, Exim SMTP server, Dovecot IMAP server, cPanel, ConfigServer Security and Firewall (CSF), Advanced Policy Firewall (APF), and Cisco ASA Firewall.
- Leveraged virtualization technologies like OpenStack and Virtuozzo.
- Managed, troubleshoot, and optimized PHP-based Content Management Systems, such as WordPress, Drupal, Joomla, and Magento.
- Co-authored the “Jr. Linux Sysadmin Pipeline” program to enhance the skills development of aspiring Linux Sysadmins.
- Acted as an escalation point for Sales, Advanced Support, and Technical Support teams.

Advanced Product Support Specialist

[InMotion Hosting](#) | Denver, CO | *September 2020 – April 2021*

- Provided advanced support as a Jr. Linux System Administrator for standalone cPanel web servers, both on dedicated hardware and in virtualized environments.
- Served as the escalation point for Technical Support Specialists.
- Contributed as an internal knowledge base editor and consultant, facilitating the migration of the entire internal knowledge base to Zendesk “Guide.”

Technical Support Specialist & Technical Support Specialist Expert

[InMotion Hosting](#) | Denver, CO | *November 2019 – September 2020*

- Excelled as a first-tier technical support expert for shared web-hosting and standalone cPanel web servers in a virtualized environment.
- Managed the “Temporary Remote Helpdesk,” providing support for remote connectivity issues, RDP, and VOIP troubleshooting, with hands-on resolution for both Windows and macOS systems. Played a crucial role in resolving network connectivity problems during the abrupt transition to remote work due to the COVID-19 Pandemic.
- Trusted internal knowledge base editor.

Volunteer Experience

- [PaperStreet](#)
Co-Founder | *May 2022 – Present*
Open Source project to facilitate professional and skills development for IT practitioners and system administrators.
- [Linux Upskill Challenge](#)
Contributor & Linux Mentor | *May 2023 – Present*
Technical editor and volunteer Linux mentor on community Discord.

Certifications

- [CompTIA Network+ Certification](#)
March 2022 – February 2027
- [CompTIA Security+ Certification](#)
February 2024 – February 2027

Hobbies & Interests

Musician: piano, fiddle & composition, programming, open source, adventure, travel, health and fitness, sustainability, activism, science, innovation, technology, entrepreneurship.