

**Jeff Kloythanomsup**

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*A dedicated and creative individual having over 6 years of experience in Information Technology; 3 years of servicing desktops, server bundles, mobile devices, and 4 years in server management, virtualization and training. Noted as gifted with an edge for furthering oneself through a desire to learn, cultural understanding, and a "must get things done" work ethic.*

**TECHNICAL SKILLS**

- Windows, Mac OS X, Linux installation and administration
- Desktop and server support for Windows, Mac, Linux (program/hardware installation, troubleshooting, backup, disaster recovery)
- Microsoft applications and servers (Windows Server 2008 R2/2012, Office 2007/2010/2013, Active Directory Domain Services)
- Web services installation and configuration (Apache, Nginx, MySQL, PHP)
- Extensive Amazon Web Services experience, with Azure and Google Cloud exposure
- Configuration management exposure (Ansible, Chef)
- Infrastructure-as-code usage (CloudFormation, Terraform)
- Virtualization and containers (Docker, Vagrant, Hyper-V)
- Version control systems utilization (GitHub, Bitbucket)
- Remote web & network services monitoring and management (cPanel, New Relic, phpMyAdmin, Nagios, PRTG, Spiceworks, Webmin)
- Multisite VPN installation and configuration (OpenVPN, SoftEther, L2TP/IPSec, PPTP)
- Customer support with support ticket utilization and escalation (Zendesk, Ubersmith, Freshdesk, Autotask, Freshservice)
- VoIP telephone & gateway installation and configuration (Asterisk, VoIP.ms, Mitel)

**PROFESSIONAL EXPERIENCE**

**Onica (formerly CorpInfo) - Santa Monica, CA, USA - Mar 2016 to Present**

***Lead Cloud Support Engineer***

Currently, I lead the Cloud Support Engineering team as part of the Managed Services Provider department. I am responsible for Amazon Web Services administration and deployment, as well as ensuring that my team & I provide the highest level of support that our clients are deserving of. Additionally, I assist with various internal projects for the company.

- Lead a core team of 6 Cloud Support Engineers
- Provide a level 3 escalation point for Amazon Web Services, Linux, and Windows Server issues for both the Managed Services team and the company
- Manage over 2,000 application & database instances that run on EC2, Elastic Beanstalk, RDS, and OpsWorks
- Utilize a plethora of SaaS offerings, including Cloudberry, Pulseway, and Freshservice to ensure high-quality systems management and ensuring SLAs are met
- Migrate physical & virtualized servers into the cloud using CloudEndure and AWS' offerings
- Write and deliver infrastructure-as-code for various capacities of deployments using AWS CloudFormation
- Test and deploy production-level web application code for the Marketing department

**Town & Country Event Rentals** - Los Angeles, CA, USA - Jul 2015 to Mar 2016

**Network Administrator**

Served as an independent contractor working alongside the company's IT department to provide server & network maintenance, upgrades, and configuration. In contact with the Special Projects Manager, independently actualize various higher-risk projects as headquarters and branches scale upwards with business growth.

- Provide support for Windows Server 2008 R2, Active Directory, and hosted Exchange
- Implement desktop management solution using SCCM and Group Policy
- Upgrade multiple branch network from SonicWALL to Ubiquiti, Cisco, and HP
- Use configuration management (Ansible) to deploy Linux-based infrastructure monitoring and remote assistance applications, such as Nagios and ScreenConnect
- Process backups for corporate data, server applications, and virtual machines

**QuadraNet** - Los Angeles, CA, USA - Jun 2014 to Jul 2015

**Systems Administrator (Linux)**

Responsible for overseeing server maintenance, upgrades, configurations, and other administration tasks. Serving as the second tier of support for colocation and unmanaged dedicated servers, and the first tier of support for managed dedicated servers.

- Maintain systems for 10,000+ servers for 6,000+ clients
- Provision and configure OSs and hypervisors (Linux/BSD, Windows Server, XenServer) to clients' specifications
- Configure and administer web servers, email servers, WHM/CPanel, and LAMP/LEMP stacks
- Assist in hard drive and RAID backup and recovery
- Assign and rotate IPv4/IPv6 address pools along with mitigating DDoS attacks

**A1 Event & Party Rental** - Covina, CA, USA - Oct 2013 to May 2014

**System Administrator (Windows)**

Deploying and maintaining desktop software & hardware, management of network infrastructure, and supporting employees through system monitoring, remote assistance & a hands-on approach, and working alongside IT team and Director of IT & Marketing with a variety of ad-hoc projects.

- Managing an office network of 4 in-house servers, 2 remote web servers, 30 Windows nodes and 20 peripheral devices through automated monitoring, support ticket resolution (levels I, II, and III), and delegation of tasks across IT team
- Transforming an outdated business network into a modern secure intranet using Active Directory authentication, providing remote access using PPTP and OpenVPN encryption protocols, and advancing mobile device management policies
- Deploying various production and sandbox servers running on Windows Server 2008/2012/2012 R2, FreeNAS, Debian, and continuing to provide management and administration
- Moving corporate email into the cloud with Exchange Online to decrease operational costs, allow for remote accessibility, and reducing maintenance
- Migrating and assisting in redesigning multiple company websites to: forge a better sales funnel through modern UX practices; speeding up page serve times using CloudFlare, CloudFront, Memcache, and Varnish; increasing SEO visibility and scalability for demand; and training end-users how to operate the back-end

**YouthConnect CA** - West Covina, CA, USA - Oct 2009 to Oct 2011

***Information Technology Officer***

Facilitated the implementation of technology and the formation of a non-profit organization through interactive & supervisory roles.

- Conceptualized web presence using LAMP and Drupal, along with utilizing social media & video campaigning
- Installation and distribution of Microsoft Office, FreeMind, SharePoint, CiviCRM, Drupal, and OrangeHRM
- Trained staff on using technology for everyday use
- Imaging and deployment of desktop environment virtualization using Hyper-V and Terminal Services/RDP to reduce load on workstations

**Technology Forefront** - Los Angeles, CA, USA - Jan 2007 to Mar 2010

***Web & Application Services Consultant***

Interacted with Lead Consultant in IT projects to maintain office workstations & servers as part of solutions for small businesses.

- Respond to levels I & II support tickets using Zendesk and recording tasks using Clocking IT
- Install and configure desktop & server environments on Windows XP/7/Server 2003/Server 2008, Mac OS X, and Ubuntu Linux
- Connected LAN networks using physical wiring and configuration of multi-floor Ethernet network using TCP/IP routing
- Multisite (touchscreen workstation and Windows embedded tablet) cross-platform distribution of Aldelo point-of-sale systems
- Enhanced clients' security monitoring needs with CCTV setup for restaurants

## **TERTIARY EDUCATION**

San Francisco State University - San Francisco, CA - Jul 2007 to May 2012

*Bachelor of Arts in Sociology, Minor in Urban Studies*

The University of Sheffield - Sheffield, UK - Sep 2012 to Mar 2013

*Postgraduate studies in Global Justice*

## **CERTIFICATIONS**

- CompTIA A+ Certification, June 2014: *9W8QWSBJ4CV411YZ*
- Linux Foundation Certified System Administrator, February 2015: *LFCS-1500-0203-0100*
- AWS Certified Solutions Architect – Associate, May 2016: *AWS-ASA-16566*
- AWS Certified SysOps Administrator – Associate, June 2016: *AWS-ASOA-3683*
- AWS Certified Developer – Associate, October 2016: *AWS-ADEV-5748*
- AWS Certified DevOps Engineer – Professional, October 2017: *1NDQYB12CNQ1Q6GE*
- AWS Certified Solutions Architect – Professional, November 2017: *AWS00191259*