

Jeff Kloythanomsup

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TECHNICAL SKILLS

- Desktop and server support for Windows, Mac, and several distributions of Linux (program/hardware installation, troubleshooting, backup, disaster recovery)
- Microsoft applications and servers (Windows Server 2008 R2/2012, Office, Active Directory)
- Web services & database installation and configuration (Apache, Nginx, MySQL, PostgreSQL)
- Extensive Amazon Web Services experience, with Azure and Google Cloud exposure
- Configuration management and automated imaging experience (Ansible, Chef, Packer)
- Infrastructure-as-code development and deployment (CloudFormation, Terraform)
- Virtualization and containers (Docker, Vagrant, Hyper-V, ECS)
- Version control systems utilization (GitHub, Bitbucket)
- Remote web & network services monitoring and management (cPanel, New Relic, phpMyAdmin, Nagios, PRTG, Spiceworks, Webmin, Pulseway)
- Log ingestion and aggregation (Elasticsearch, Logstash, Kibana)
- Multisite VPN installation and configuration (OpenVPN, SoftEther)
- Cloud migration tools (Amazon Server Migration Service, CloudEndure)
- Customer support with support ticket utilization and escalation (Zendesk, Ubersmith, Freshdesk, Autotask, Freshservice, JIRA Service Desk)

PROFESSIONAL EXPERIENCE

Onica (formerly CorpInfo) - Santa Monica, CA, USA - Mar 2016 to Mar 2018

Lead Cloud Support Engineer

I lead the Cloud Support Engineering team as part of the Managed Services Provider department as the first MSP hire. 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, as well as a remote team of 4 in India
- 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 Elastic Compute Cloud (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, using WordPress, MySQL, and Varnish

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, Memcached, and Varnish; increasing SEO visibility and scalability for demand; and training end-users how to operate the back-end

Technology Forefront – Diamond Bar, 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 level 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

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