Jesse Acklin

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SKILLS
Professional with sixteen years information technology experience in areas such as:

Linux Administration
Full Stack Development
Cloud and Automation

CAREER ACHIEVEMENTS

Exelon - IT Analyst
Exelon is a leader in both the retail and generation facets of the energy sector, including regulated   utilities, wholesale, nuclear, and sustainable power.
July 2018 - Current
Baltimore, MD
Applications Development
- Developed a python (django) based engagement portal as a primary means of IT teams to contact the NOC.
- Worked with tools team to develop a web app that provides visibility of server-to-app-to-database. relationships
- Ongoing administration of development, stage, and production environments.
- Working with internal teams for various reporting and dashboard needs.

Teksystems - IT Operations Analyst (Exelon)
Teksystems places skilled professionals to contract positions.
August 2017 - July 2018
Baltimore, MD
Network Administration
- Monitor multiple domains including regulated, utility, and mobile networks.
- Perform load balancing tasks and problem investigation.
- Liaise with internal and external vendor support teams and ISPs.
Server Administration
- Manage and troubleshoot Windows Server 2008/2012/2016, and Solaris.
- Managed new fleet of Redhat Enterprise Linux server via Ansible
- Manage DNS, DHCP, and Active Directory.
- Respond to troubleshooting requests received by ticketing software, email, and phone.
- Work with other departments to improve monitoring and issue documentation capabilities.
Development and Application support
- Support IT communications dashboard web application.
- Develop new functions and features for the dashboard to streamline inter-department communication.
- Work on development projects as needed.

Tierpoint - Operations Technician II
Tierpoint is a rapidly growing enterprise technology solutions provider.
December 2013 - July 2017
Baltimore, MD
Internal Systems Administration
- Implement and administer internal asset management system on a CentOS platform with Docker

- Design and administer php-based report generation app.

Network & Facilities Monitoring
- Monitor network and facilities activity and investigate any issues or disruptions, address 1st and 2nd tier problems, and escalate 3rd tier issues to the Network or Facilities Teams.

Managed Services Support
- Provide support for managed services, including cloud-based host OS and application level support for public and private cloud customers.
- Provide remote hands assistance for co-location customers on an as-needed basis..

Security and Access Control
- Maintain SSAE 16 SOC 2 compliant level security and access control, including visitor logging, facilities monitoring, and process logging.

Metis Global - Team Lead
Metis Global provides non-profit and for-profit services for clients and organizations seeking used books and related logistics.
October 2012 - December 2013
Baltimore, MD

LAMP Server Administration
- Setup and administered a Redhat-based LAMP environment for internal administration use, utilizing HRM and CRM software solution as well as data storage and management.

Technical Consulting
Self – Employed
February 2006 – October 2012
Laurel, MD

Desktop and Point of Sale Administration
- Implement and support Windows based desktop and POS computers For various companies and organizations.
- Data storage management solutions ranging from external drives with scripted backups to NAS solutions
- Network implementation and support

Alabanza Corporation — Junior Systems Administrator
Alabanza was an early pioneer in managed servers and services for web service resellers.
January 2003 — January 2006
Baltimore, Maryland

Managed Linux Web Server Support
- Performed support for Apache, Apache SSL, and all installed modules as well as related software such as PHP, Mysql, Bind, ProFTPD, and Sendmail on over 100 client servers, as well as all internal servers.
- Responsible for solutions and subsequent response to messages from automated monitoring software for services such as HTTP, Mysql, Sendmail, FTP, as well as disk/memory usage warnings for entire network.

Co-Located Server Support and Administration
- Served as point of contact for co-location clients for emergency issues and scheduled maintenance.
- Provided hardware setup, OS installation, emergency support, and troubleshooting for a variety of client hardware/software configurations including Debian Linux, FreeBSD, and Redhat Linux Enterprise Edition.

PROFESSIONAL DEVELOPMENT

AWS Certified Solutions Architect – Associate Level

CompTIA Storage+