

Jesse Lee Keating

8500 148th Ave NE #Q1052/ Redmond, WA 98052 // C) 206-295-4260 H) 425-861-0963

hosting@j2solutions.net

Objective: To work in a fast paced, dynamic, technology driven environment. Further developing my professional and technical skills as a computer systems engineer.

Professional Experience

2003-Current Pogo Linux Redmond, WA

Linux Systems Engineer

Perform general phone/email tech support for customers using pre-built Linux based PCs. Design and implement hardware and software solutions for current and new computer systems. Perform Linux compatibility testing across multiple hardware platforms. Manage unattended installation server (Kickstart) for Red Hat systems. Manage post installation scripts on new systems for custom software installs, existing software updates, and system pre-configurations.

2002-2003 Volt Computer Services (Contract Microsoft) Redmond, WA

Software Test Engineer

Ran various test cases against daily builds of Microsoft software. Performed real world tests, to duplicate customer experiences. Reproduced customer related bugs and assisted developers with resolutions. Helped design automated testing tools. Helped design test cases.

2002 Tek Systems (Contract AT&T) Redmond, WA

Unix Solaris Systems Administrator

Managed 500+ NIS/NIS+ accounts: created, locked, updated, and deleted as needed. Managed DNS forward and reverse maps. Administered Sendmail. Preceding functions performed using RCS revision control. Resolved server issues in a production environment, and a variety of customer issues ranging from connectivity to application problems. Solved hardware issues and performed upgrades to both desktop and server systems.

2001 AT&T Fixed Wireless Redmond, WA

Junior Unix Solaris Systems Administrator

Managed NIS/NIS+ accounts. Managed DNS. Provided light server support. Provided Software and hardware support for desktop Unix machines. Maintained desktops and laptops for local and remote customers. Board member of change control board.

2000-2001 AT&T Fixed Wireless Redmond, WA

Desktop Administrator

Provided software and hardware support for customers using Microsoft based desktop and laptop systems. Resolved remote and local issues. Board member of change control board.

2000 CompuCare Seattle, WA

Lead Service Technician

Technician team leader. Diagnosed and serviced multiple computer systems, both on and off site. Built and designed custom computer systems. Designed and implemented network infrastructures. Distributed workloads to other technicians. Addressed and resolved customer service issues and complaints. Assisted sales staff with technical questions and solutions.

1999 CompuCare Wenatchee, WA

Service Technician

Diagnosed and serviced multiple computer systems, both on and off site. Built and designed custom computer systems. Assisted sales staff with technical questions and solutions.

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Skills and Expertise

Certifications

RHCE (Red Hat Certified Engineer) for Red Hat Linux 8.0 (cert #808002789206868)

MCSE (Microsoft Certified Systems Engineer) for Microsoft NT 4.0.

Office

Telephone support, cash register, Point of Sale system, retail sales, inventory, 75 WPM typing, organized, social skills, adaptable to high-pressure situations, obtain new skills quickly, public speaking skills.

Software

Linux Applications: Koffice, OpenOffice.org, StarOffice, Kdevelop, Gnome Desktop, KDE Desktop, various other Window Managers, Desktop Environments, and various Internet browsers, including Mozilla, Konqueror, Opera, and text based browsers. Mail servers, including Courier-mta and sendmail. BIND DNS server. Apache httpd server. Various FTP servers.

Microsoft Applications: Microsoft Office 97-XP: Word, Excel, PowerPoint, Microsoft Visual Studio 6, and custom built programs (diagnostic and scripts). VPN software, Dialup Networking, configuration applications.

Operating Systems: Windows 3.x, 95, 98, 2000, Millennium, NT 4.0, DOS. Red Hat Linux 7.x/8.x, Mandrake Linux 7.x/8.x/9.x, Turbolinux 6.x, Gentoo Linux 1.x, Debian Linux. Unix: Solaris, FreeBSD, OpenBSD

Networking Configurations: Ability to design and implement cabling systems. General knowledge of most cabling; extensive knowledge of RJ45. Familiar with most protocols; extensive knowledge of TCP/IP. Familiar with most network operating systems; extensive knowledge of Windows NT 4.0/2000, and Red Hat Linux.

Education

1997-1999

Wenatchee Valley College

Wenatchee, WA

Running Start

Computer Technology and Systems Degree: June 2000

1996-1999

Entiat High School

Entiat, WA

Running Start

Diploma: June 1999

Interests, Achievements, and Activities

- Own and operate an Internet hosting, web design, and Linux consultation company. (<http://www.j2solutions.net>)
- Administer web, DNS, FTP, NFS, and mail servers on Red Hat Linux.
- Completed Red Hat RH300 RHCE training course for Red Hat Linux 8.0 in November of 2002.
- Moderate and provide user support in Red Hat IRC support channels ([#redhat](http://irc.redhat.com), [#redhat-users](http://irc.redhat.com), [#redhat-newbies](http://irc.redhat.com)), and Courier-MTA support channel ([#courier](http://irc.freenode.net))
- Provide Linux consulting to a school district in Canada. (Winnipeg School Division #1, Winnipeg MB R3E 2S5)
- Provide Linux consulting to a Data Center in Detroit. (SIT Technologies LLC)
- Project Administrator for an open source network profile-switching tool, for multi-homed Linux systems. (<http://sourceforge.net/projects/netprofiler/>)
- Project Management of Linux based backup/recovery software: Mondo. (<http://www.mondorescue.org>).
- Maintain various Red Hat Packages (RPM) for non Red Hat provided software.
- Various sporting activities, including Softball, Volleyball, indoor rock climbing, bicycling, and swimming.