Jonathan Lukassen

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Professional Summary

IT professional with three years of experience working in Systems Administration, Cloud Support, and DevOps. Proficient in monitoring and troubleshooting Linux, Windows, and AWS environments. Adept at using Datadog, Tenable, and Carbon Black to find and resolve problem tickets. I am driven by curiosity and challenges. My goal as an engineer is to remain focused on continuous growth and daily learning

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Professional Experience

System Administrator
Reynolds & Reynolds | July 2023 - Present

- Directed comprehensive projects involving environment deployments, technology refreshes, and system decommissions.
- Automated system administration tasks and performance monitoring using Bash, PowerShell, Ansible, and Python scripts.
- Monitored and resolved escalated issues for hosted infrastructure, network products, and databases.
- Developed comprehensive documentation, including Knowledge Base articles, Change Management records, and User Guides
- Conducted thorough vulnerability assessments using Tenable, Sophos, and Carbon Black, and implemented necessary security measures
- Coordinated with Sysops and Devops teams to support and deploy production and development environments

Private Cloud Support Engineer
Alvaria | November 2020 - April 2022

- Supported Linux and Windows servers across a multi-environment product infrastructure
- Monitored and Resolved network infrastructure issues using Datadog and Sumo Logic
- Provided support for telecom and UIP services hosted in cloud environments, including AWS and Azure
- Led and Developed a biweekly case review for the VIA Cloud support team, a practice now used for VIA Cloud new hires.
- Tracked and Documented technical issues and resolutions in JIRA and Salesforce enhancing their knowledge base

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Assistant Manager
Mount Juliet Cafe | June 2019 - October 2020

- Developed and supported the café's website and applications using WordPress, JavaScript, CSS, and HTML5.
- Collaborated with the store owner to design and execute social media promotions.
- Managed daily operations, including register counts, employee scheduling, and inventory management

Software Developer
ECPI | November 2018 - May 2019

- Developed an interactive game using the Tello Drone API, VB, and Node.js.
- Tested and debugged game features for demonstrations to prospective students
- Served as technical lead and founding member of the Drone Club.

Application Support Corporate/Lending
Wells Fargo | October 2017 - October 2018

- Delivered remote support for application, hardware, and network issues to a user base of 300,000 core users
- Achieved a 97% first call resolution rate, surpassing the team goal by 7%.
- Specialized in Terraform application support for external investment clients.

Skills

- Programming/Scripting: Python, SQL, Bash, PowerShell, Ansible, HTML5, CSS
- Tools & Technologies: Wireshark, Datadog, Sumo Logic, Tenable, Sophos, Carbon Black, AWS, VMWare
- Systems & Administration: Linux Administration, Windows Administration
- Applications & Platforms: Microsoft Suite, SQL Server, WordPress
- Soft Skills: Project Management, Technical Support, Documentation, Cross-Functional Collaboration

Education
Mobile Development
ECPI University, Richmond, VA
February 2017 - July 2020