Jonathan Lukassen

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Professional Summary

IT professional with hands-on experience in Systems and Network Administration and Cloud Support across Linux and Windows environments, including Azure and AWS platforms. Proficient in automation and scripting using Python, Bash, PowerShell, and Ansible. Driven by curiosity and a passion for solving unique problems, every day I take the opportunity to learn something new.

Professional Experience

System Administrator III

Reynolds & Reynolds | July 2023 - Present

- Directed projects for virtual deployments, technology refreshes, decommissions, and upgrades with Centos, and Rocky Linux
- Developed an Ansible automation branch in the SRE GitHub to automate Carbon Black removal and SentinelOne deployment across an environment of 30+ production servers, significantly reducing effort and deployment time
- Conducted vulnerability assessments and mitigated critical risks improving our SecurityScoreCard ratings using Tenable
- Created and maintained technical documentation, including Knowledge Base articles and Change Management records for cross team collaboration
- Planned and led the migration of a voice product to a modernized environment, consolidating multiple telecom systems to improve efficiency and maintainability
- Configured end-to-end monitoring systems for CentOS-based virtual machines hosted on VMware using Rsyslog and SOS log servers

Private Cloud Support Engineer

Alvaria | November 2020 - April 2022

- Provided support for cloud-hosted solutions in AWS and Azure, including troubleshooting issues in S3, EC2, and Linux environments
- Monitored system performance and network infrastructure using Datadog and Sumo Logic, diagnosing and resolving critical issues
- Debugged applications and hardware across Linux and Windows platforms, ensuring high availability and uptime
- Documented technical issues using JIRA and Salesforce to streamline incident resolution

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.
- Created games 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 desktop support for application, hardware, and network issues
- Achieved a 97% first call resolution rate, surpassing the team goal by 7%
- Specialized in Terraform application support for external investment clients

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Skills
- Programming/Scripting: Python, SQL, Bash, PowerShell, Ansible, Django
- Tools & Technologies: VCenter, Wireshark, Tenable, Zabbix, AWS, Telcobridges
- Systems & Administration: Centos, Rocky, Fedora, RHEL, Windows Server 2012-2022
- Soft Skills: Project Management, Technical Support, Documentation, Cross-Functional Collaboration

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