

Stefen Wakefield

[Systems Administrator]

Resourceful systems administrator with 12+ years of experience in the IT industry championing and implementing leading-edge solutions that facilitate rapid business growth. Proven ability to rapidly assimilate new technologies, optimize solutions, and resolve complex issues.

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Work Experience

AZURE MONITORING SUPPORT ENGINEER, *Microsoft*

February 2021 – July 2021

- Provided technical support to customers, resolving customer issues and closing customer trouble tickets.
- Responsible for ensuring that the customer relationship is managed through proactive customer communications, providing rapid response and guaranteeing estimated response times are communicated up front.
- Routinely handled customer issues including product bugs, network and other misconfigurations as well as assisting with training the customer on unfamiliar features.

TECHNICAL SERVICES REPRESENTATIVE II, *Fedex*

November 2019 – April 2020

- Executed technical support and completed the configuration, maintenance, restoration, and functions of products deployed for internal/external customers and FedEx-owned installations.
- Consulted and/or addressed specific technical and service-related problems with customers on the FedEx automation portfolio and deployed technologies while serving as a point of contact.
- Oversaw scheduling of the queue and inventory for customer tickets/services, company vehicle inventory and maintenance, and work logs.

CUSTOMER SUPPORT ENGINEER III – TAC, DESIGNATED SERVICES MANAGER, *Cisco*

October 2017 – April 2019

- As the initial management point of contact, provided triage and critical issue assistance for aligned clients to 3 teams.
- Communicated with product owners and account managers regarding key customers and externally to key customers regarding Email Security Appliance updates.
- Coordinated team and individual responses to critical issues from Account, Sales, other Cisco teams, and senior engineers pursuant to specific aligned customers.

IT SPECIALIST/CONSULTANT, *Planet Access*

November 2013 – July 2017

- Researched, purchased, built, configured, secured, and maintained DNS, FTP, Web, NFS/Samba, Firewall/Router, Proxy, VM Hosts/Guests, Backup, and other servers/workstations.
- Saved customers and the business money by means of researching, recommending, and building open source and Linux-based solutions to complex technical problems.
- Performed local and remote maintenance and support of various desktop, network, phone systems, and server entities.

END-USER SUPPORT SPECIALIST, *PFidelity Investments --TechLine*

November 2013 – July 2017

- Researched, purchased, built, configured, secured, and maintained DNS, FTP, Web, NFS/Samba, Firewall/Router, Proxy, VM Hosts/Guests, Backup, and other servers/workstations.

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Notable Projects

PACKAGE MIRROR AND BUILDER, *Chaotic-AUR (Arch User Repository)*

January 2021 – Current

- Hosting and maintaining public package mirrors serving ~4TB/month for global users' consumption.
- Automated building of packages from git source repositories to enable global users with suboptimal internet connections and computing resources to be able to install prepackaged binaries of their favorite software.

OPEN SOURCE CONTRIBUTOR AND MAINTAINER, *Android Open-Source Project*

March 2016 – Current

- Bring-up, maintain, and support device trees for various devices and custom Android ROM projects.
- Submit patches upstream to Google's Android Open-Source Project
- Assist others in various forums and group chats learn and fix related issues with their own projects.

SELFHOSTED INFRASTRUCTURE AND SERVICES, *Personal and Public*

May 2015 – Current

- Configure, deploy, secure, and maintain selfhosted or rented dedicated and virtual Linux servers.
- Setup various services such as blogging and website building software, pastebins, git repository hosting, metrics, monitoring, and status dashboards, etc. by means of bare metal installed binaries and Docker containerized software.

My Education

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

Tarrant County College | TBD

Key Skills

- Hardware: Desktop/Laptop Workstations, Rack/ATX Servers, Tablet/Mobile Devices, Routers, Switches, Fiber, Copper, Telco, Etc.
- Software: Arch Linux, CentOS, Kali Linux, pfSense, Red Hat Enterprise Linux (RHEL), Debian Linux, Ubuntu Series, Windows 95-11, Windows Server 2003-2019, Exchange, SQL, Python, Android, Git, Virtual Machines, SAML SSO.