

JENNA DAVENPORT

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SUMMARY

Team Lead DevOps Engineer with 10 years' experience at fast-paced Linux-based web hosting companies and freelance web development/programming experience.

SKILLS

- Bash shell/Python/PHP/Perl
- Ansible
- Kubernetes
- Multiple Linux flavors
- Apache/Nginx/LiteSpeed
- MySQL/MariaDB
- HTML/CSS/JavaScript/jQuery
- Project management
- Remote work with teams
- Documentation/bug reports
- Escalation point for SysAdmins
- Git/Github Actions automation
- Google Cloud Platform
- Docker

EXPERIENCE

Kinsta, Remote - System Administrator / DevOps Engineer / Team Lead Mar 2020 - present

- Duties involving setup/installation/update/maintenance of a plethora of Google Cloud Platform VMs and related tools.
- Promoted to DevOps Engineer after 12 months, Team Lead after another 12 months.
- Project management role for certain tasks.

Kualo Ltd., Remote - Technical Support / System Administrator Jun 2018 - Feb 2020

- Handled L2 Senior Technical Support ticket issues.
- Installed and managed server software including CloudLinux/LiteSpeed Web Server.

SiteGround Web Hosting, Remote - Technical Support Sep 2016 - May 2018

- Promoted to the L2 Senior Technical Support queue after consistently solving advanced cases and proving competency with root SSH access to VPS/dedicated servers.
- Consistently exceeded team average for total ticket counts, solved tickets, and ticket/reply ratio with low escalation rates.

World Wide Web Hosting, LLC, Remote - Customer Support Oct 2015 - Aug 2016

- Worked closely with remote team members to handle Helpdesk ticket, chat, and phone volume and to switch as needed for adequate coverage.

Freelance Web Development / Programming

2013 - Present