

BRENDON RAVELLO

Tier 3 Linux Administrator Support (Remote) — EnigmaSoft Limited

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PROFESSIONAL SUMMARY

Linux system administrator with 5 years of experience managing RHEL, AlmaLinux, CentOS, and Ubuntu Server production environments supporting anti-malware research, high-traffic websites, and ecommerce services. Skilled in reducing manual deployment and patching effort through Bash and Ansible automation. Experienced in handling L2/L3 incident escalations, weekly system patching, and high-availability Apache/NGINX web services under strict SLAs. Focused on proactive monitoring, server hardening, and dependable uptime across distributed, multi-site infrastructure.

TECHNICAL SKILLS

- Operating Systems: Red Hat Enterprise Linux (RHEL), AlmaLinux, CentOS, Ubuntu Server, Fedora
- Cloud & Virtualization: AWS (EC2, S3, IAM), VMware ESXi, Docker
- Automation & Configuration: Ansible, Git, Bash/Shell scripting, Python, Cron
- Networking & Services: TCP/IP, DNS, DHCP, NFS, Apache, NGINX, SSH, iptables/firewalld
- Monitoring & Storage: Nagios, Grafana, Prometheus, LVM, RAID

PROFESSIONAL EXPERIENCE

Mid-Level Linux Administrator — Tier 3 Support (Remote)

April 2023 – Present

EnigmaSoft Limited | Dublin, Ireland & Clearwater, FL

- Administer RHEL, AlmaLinux, and Ubuntu production servers supporting anti-malware static-analysis pipelines, corporate websites, ecommerce platforms, and malware-remediation services used by customers worldwide, working under the direction of senior Linux administrators.
- Build and configure virtual machines using Kickstart/PXE and AWS EC2 cloud templates; manage user accounts, sudo policies, and SSH key rotation across environments.
- Write Bash and Python scripts and Ansible playbooks to automate weekly OS patching, log rotation, and configuration deployment.
- Monitor system health with Grafana, Prometheus, and Nagios; triage and resolve escalated L2/L3 support tickets within SLA targets and participate in scheduled on-call rotation.
- Maintain high-availability Apache and NGINX web services behind iptables/firewalld; configure, deploy, and renew SSL/TLS certificates.
- Apply server-hardening baselines to systems handling live malware samples in isolated static-analysis environments, coordinating patch windows with senior admins to protect research uptime.
- Manage LVM volumes, RAID arrays, and NFS shares supporting malware sample repositories, build systems, and web content distribution.

Linux Server Support — Tier 3

June 2016 – April 2023

Natural Medical Solutions | Roswell, GA

- Supported the Linux servers behind the practice's clinical and office systems, online lead-generation platform, and patient data-processing workflows relied on daily by medical staff.
- Installed, configured, and maintained office LAN/WAN networking, DNS/DHCP services, and NFS file shares connecting front-office and clinical workstations to back-end servers.
- Automated recurring maintenance — backups, log rotation, and data-processing jobs for lead intake and patient records — using cron and shell scripts, reducing manual after-hours work.
- Served as the escalation point for server and desktop issues, using diagnostic tooling to isolate and repair hardware, OS, and application problems end to end.
- Managed user accounts and access through Active Directory alongside Linux user administration; monitored disk usage, services, and backup completion.
- Maintained a thorough inventory of computer and network equipment and coordinated with vendors on procurement and warranty repairs.

CERTIFICATIONS

- CompTIA Linux+
- CompTIA A+

EDUCATION

Diploma — Roswell High School, Roswell, GA (2016)