

Trent Rowell | work@trowell.xyz | www.trowell.xyz

Senior systems administrator with diverse experience maintaining servers, network infrastructure, and training new employees. Designed and implemented personalized training scenarios to guide new hires through common troubleshooting challenges. Advanced from NOC assistant to senior systems administrator in under two years.

CORE COMPETENCIES

- Dedicated learner; utilizes all available resources to continuously build on existing knowledge and expand skill sets
 - Diligent and detail-oriented; ensures thoroughness and quality
 - Proactive problem solver; anticipates issues and implements preventive measures
 - Experienced in both team-wide and one-on-one mentoring
 - Flourishes in both team-oriented and self-directed environments
 - Strong written and verbal communication skills
 - Designing and preparing technical documentation and training materials
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EXPERIENCE

Hivelocity, Tampa, FL — *Senior Systems Administrator*

January 2022 - Current

- Frequently served as the highest point of escalation for all 45 data center locations
 - Led smooth deployment and uninterrupted operation of over 12,000 servers
 - Scheduled and directed remote contractors of varying experience levels across 45 global data centers
 - Collaborated on projects with cross-functional teams comprised of Sales, DevOps, and Networking departments
 - Maintained, contributed to, and modernized documentation and articles in internal knowledge bases
 - Routinely built, improved, and maintained server racks and supporting networking infrastructure
 - Addressed and solved more than 30 client issues each day via ticket, live chat, or phone call
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TECHNICAL SKILLS

- OOB management solutions such as IPMI for remote troubleshooting and repair
 - Bash scripting for automation and data parsing
 - Hardware and software RAIDs
 - Building and management of cPanel/LAMP stack servers in a datacenter environment
 - Understanding of DHCP, DNS, NAT, and BGP
 - Linux and Windows system administration
 - Building, diagnosing, and repairing server hardware
 - Hosting virtual machines via type 1 hypervisors such as Proxmox VE or VMWare ESXi
 - Juniper switch and firewall configurations
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EDUCATION

A.A. in Computer Science — *South Georgia State College*

May 2020
