

# John Behring

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## PROFESSIONAL EXPERIENCE

### **DATAPIPE, San Francisco, California United States**

Tier 2 Support System Administrator, June 2015 – Current

- Work directly with customers to resolve issues that could not be resolved by the Front Line team. Deep understanding of Linux and Windows server administration and networking on virtualized and non-virtualized hardware as applied to the hosting
- Support Systems Administrators focus on escalated cases, improving procedures and departmental expertise to resolve cases more efficiently, and reducing the percentage of case escalations to other departments while keeping the customer updated. This includes increasing departmental skill sets to improve technical support quality and breadth.
- Configuration of Nagios monitoring for customer servers
- Installation and administration of Red Hat, CentOS, Debian, Ubuntu, FreeBSD, and Windows 2000/2003/2008 servers
- Manage server hardware, load balancers, firewalls
- Sendmail / Postfix / Exim
- Configuring and troubleshooting VPNs
- Responding to Network and Systems Alerts
- Responding to DDoS attacks and mitigate as needed

### **UDEMY ONLINE EDUCATION, San Ramon, California United States**

Student, Feb 2015 – May 2015

- Certificate related study towards the CCNA Security, CompTIA Cloud+ and Linux+ exams.

### **SUGARSYNC, San Mateo, California United States**

Data Center Engineer, September 2014 – Feb 2015

- Familiarity with Data Center physical infrastructure systems like power (UPS, generator), cooling
- Escorting / managing infrastructure vendors to repair power, cooling etc systems in a Data Center
- Detail oriented – Ability to manage physical assets and document in various operational systems.
- Work with a distributed team on a daily basis, coordinating by phone, email, IM, and web conference with team members in other geographical areas.
- Strong familiarity with computer server hardware, A+ certified No. J9BoVKVB9CB42647
- Self-starter, motivated, detail oriented, works well in a team and with moderate to low direct supervision
- Use of ticketing system to formally document work completed.
- Basic understanding of Unix command line and many of its useful commands
- Intermediate understanding of Force10 Switching equipment

### **SAN RAMON VALLEY UNIFIED SCHOOL DISTRICT, Danville, California United States**

Computer Systems Site Technician, June 2014 – Dec 2014

- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Analyze equipment performance records to determine the need for repair or replacement.
- Refer major hardware or software problems or defective products to vendors or district technicians for service.

**UDEMY ONLINE EDUCATION, San Ramon, California United States**  
Student, Feb 2014 – May 2014

- Certificate related study towards the CCNA, and CompTIA A+ exams.

**DENALI DATA SYSTEMS, Pleasanton, California United States**

Information Systems Administrator, Aug 2008 – Jan 2014

- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software to the following devices but not limited to: Windows Server (2000, 2003, and 2008) Desktop PCs (Windows 2000, XP, Vista, Windows 7 and Windows 8), Notebook PCs, Macbooks, MacBook Pros, Windows Tablets, Apple Tablets (iPads), Mobile Phones (Blackberry, Droid and iPhones).
- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Configure and define parameters for installation or testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, firewalls or related networking equipment.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Identify the causes of networking problems, using diagnostic testing software and equipment.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Analyze network data to determine network usage, disk space availability, or server function.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Perform data backups and disaster recovery operations.
- Configure, monitor, and maintain email applications or virus protection software.
- Load computer tapes and disks, and install software and printer paper or forms.
- Maintain an inventory of parts for emergency repairs.
- Install and configure wireless networking equipment.

**ERGONOMIC SEATING & PRODUCTS, Danville, California United States**

Webmaster, Aug 2007 – Jun 2010

**HONDA & ACURA AUTO DEALERSHIPS, Berkeley & Pleasanton, California United States**

Sales Consultant, Jun 2005 – Jul 2007

**EDUCATION**

**Udemy Online Education, California United States**

*Jul 2013 - Present, part time now but was full time Feb 2014 - May 2014, and Feb 2015 - May 2015*

- Cisco Online Training: CCENT, CCNA, CCNA Security, CCNA Voice, CCNP and others.
- CompTIA Online Training: A+, Mobility+, Cloud+, Linux+, Server+ and others.

**Cal Poly Pomona, California United States**

*Bachelor of Science, Jun 2006*

- Major: International Business and Marketing

**ADDITIONAL SKILLS**

- CCENT (Cisco Certified Entry Level Technician)
- CCNA (Cisco Certified Network Associate)
- CompTIA A+ Certified
- CompTIA Mobility+ Certified
- CCNA Security (Cisco Certified Network Associate in Security) Seeking Certification (est 06-2015)

- Routing/Switching: EIGRP, OSPF, RIP, IP Routing, HDLC, PPP, Multilink, ISDN, QoS. Vlan, VTP, STP, Ether channel. [Intermediate/1-2 years]
- Security: ACL, NAT, VPN IPsec, GRE Tunnel, 802.1x, Port Security. [Intermediate/1-2 years]
- Hardware: Cisco Catalyst Switches 2960/3550/ 3750, Cisco Routers 3825/2811 /2600/1841/1720, Cisco Firewalls ASA 5510 with SSM-10 Module, PIX 535, ASYNC Access Servers [Intermediate/1-2 years]
- Computer Hardware Assembly [Advanced/over 6 years]
- Adobe Suite Software Photoshop, Premiere, Acrobat [Intermediate/4-6 years]
- Mobile Phone Support BlackBerry OS, Droid 3.0, 4.0 [Advanced/4-6 years]
- Apple Support for iOS iPhones and Tablets [Intermediate/3-4 years]
- Microsoft Office Suite Software [Intermediate/over 6 years]
- Operating Systems: Windows Server 2008/2003/2000/NT and Workstation 98/XP/Vista/Win7 [Intermediate - Advanced/over 6 years]
- Linux OS Administration (Red Hat, CentOS6, Debian, and Ubuntu) [Beginner/1-2 years]
- Typing Speed 50WPM [Advanced/over 6 years]
- Experience with virtualization and multi-tenant platforms [Intermediate/4-6 years]
- Expert IP knowledge including IP subnetting [Intermediate/4-6 years]
- Familiarity with CRM software such as Salesforce, osTicket, RT, etc. [Beginner/1-2 years]
- Excellent time management and the ability to handle multiple projects and/or emergencies concurrently

## **HOBBIES**

- I am an active runner and cyclist, a healthy body makes for a healthy mind.
- 2012 Tahoe Triple Half Marathon 3rd Place Finisher
- Primo's Top 50 Finisher For 5 Years: 2007, 2008, 2010, 2011, 2012
- Monte Vista High School Cross Country Coach: 2012, 2013
- LPPF Hook and Ladder Top 20 Finisher: 2014, 2015
- Mt. Diablo Trails Challenge Top 20 Finisher: 2015