Josuha A. Cripe

Professional Experience

American Electric Power
DMS/EMS/SCADA Analyst   March 2023 – Present

While my job title reads as a "SCADA Analyst," this is due to outdated titles across our department (Operational Technology, Infrastructure) in which my daily duties consist primarily of Linux & Windows system administration across domains responsible for NERC CIP & Non-CIP systems. Additional duties include software & hardware installation, configuration, maintenance, & repair. More recently, my responsibilities have grown to include the ongoing development of a LAMP stack (RHEL9, Apache, MariaDB, PHP) application for on-call rotations across multiple teams as well as incorporating Ansible within our Red Hat Satellite servers for configuration management & deployment automation on several new RHEL8 & RHEL9 systems.

Rackspace Technology
DevOps Engineer   May 2021 – March 2023

My responsibilities included maintaining an internal application that provides services for building out new environments & updates from customer contracts to our internal billing & ticketing systems. This application is built upon the Python Django library using PostgreSQL, Redis, & Nginx on a Kubernetes environment.

OpenStack Administrator   July 2018 – May 2021

I provided services to deploy private OpenStack cloud environments for customers on in-house or customer hosted hardware, including Dell, HPE, & SuperMicro servers. We used the openstack-ansible method for Ubuntu backed environments & the TripleO (OpenStack On OpenStack) method for deployments on Red Hat backed environments. The involved technologies included Ansible, Python, & HAProxy.

Linux Administrator II   December 2015 – July 2018

I worked with distributed Linux systems to fulfill customer requests & improve end-user experience. My focus was workload reduction through automation using Ansible & preventing issues by recommending environment improvements including High Availability (HA) design. Apart from my official duties, I worked extensively with Rack Gives Back coordinating volunteer opportunities & with Rackspace Pride to help enable employee representation.

Hostgator.com
Linux Security Administrator   April 2012 – October 2015

I began as a front line support representative handling chats & phone calls for miscellaneous requests. I was promoted to a Linux Security Administrator position, starting with mitigating spam originating on the entirety of the HostGator network & eventually took on the responsibility of identifying & cleaning malware infections on customer accounts using extensive regex & internal tools. On the front lines, I earned a 92% first-contact resolution rate through my work to script out common customer requests in Bash & Perl & was awarded multiple written notices of exemplary performance in response to positive customer feedback.

US Army Reserves
Specialist (E-4), Wheeled Vehicle Mechanic (63B)   March 2004 – February 2010

I enlisted during my senior year of High School as a Wheeled Vehicle Mechanic & was activated from August 2008 until February 2009, where I was deployed to Central Iraq in support of Special Operations Command Central. As part of the pre-deployment training, I was certified as a Combat Life Saver & the Unit Armorer. I received the following awards: Iraq Campaign Medal with Campaign Star, Global War on Terrorism Medal, National Defense Service Medal, Armed Forces Reserve Medal with M Device, Mechanics & Drivers Badges, & qualified Sharpshooter in boot camp.

Education

2009 – 2013, DeVry University Online
Graduated with B.S. in Game & Simulation Programming

My studies in Game & Simulation Programming ranged from C++ programming for networking, multi-threading, & graphics, to developing sample games in various game engines, including Torque & UDK3. Most other classes focused on digital multi-media, but I also greatly enjoyed studying developmental psychology & modern cinema.

2003-2007, Arizona State University

I studied Computer Science, but was unable to complete my degree in person as I was deployed to Iraq serving in the United States Army in early 2008. My studies primarily focused upon Java programming, but also included C++, electrical engineering, & a number of other subjects.