Matthew L. Davidson

Senior Linux Systems Administrator & Site Reliability Engineer

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Professional Summary

Senior Infrastructure Engineer with 20+ years of experience designing, implementing, and maintaining enterprise Linux environments serving millions of users. Proven expertise in **Site Reliability Engineering, email infrastructure, and automation development**. Successfully evolved from hands-on system administration to SRE practices, with demonstrated ability to improve system reliability, reduce downtime, and implement scalable solutions.

Specialties: Large-scale email systems • Linux administration • Infrastructure automation • Performance optimization • Incident response • DevOps practices

Core Technical Skills

Operating Systems: Linux (RHEL, Debian, CentOS, Ubuntu), Unix (Solaris, OpenVMS)
Infrastructure: Docker, Kubernetes, OpenFaaS, VMware, KVM/QEMU
Automation & Config Mgmt: Ansible, Bash scripting, Python automation
Monitoring & Observability: Grafana, Kibana, Telegraf, custom dashboards
Web & Load Balancing: Apache, HAProxy, F5 load balancers
Email Infrastructure: Postfix, Dovecot Pro, Open-Xchange App Suite, DNS
Databases: MySQL (DBA), PostgreSQL, Oracle, Informix
CI/CD: GitLab CI/CD, Jenkins pipeline development
Cloud Technologies: Multi-cloud deployments, containerization

Professional Experience

Software Analyst / Site Reliability Engineer | Open-Xchange | Remote

August 2019 – Present

Lead technical specialist supporting enterprise email and collaboration platforms serving **millions of users globally**. Evolved role from traditional support to **Site Reliability Engineering** with focus on automation, monitoring, and infrastructure optimization.

Key Achievements: • Reduced system downtime by 40% through proactive monitoring and automated incident response
• **Automated report generation** using Python, eliminating 15+ hours of manual work weekly
• **Developed GitLab CI/CD pipelines** for deployment automation, reducing deployment time by 60%
• **Optimized email infrastructure** serving thousands to millions of users with 99.9% uptime
• **Created comprehensive monitoring dashboards** providing real-time visibility into system health

Technical Focus: • Full-stack email administration (DNS, Postfix, Dovecot Pro, App Suite)
• Linux system optimization across Debian and Red Hat environments
• Apache web server and HAProxy load balancer configuration
• MySQL database performance tuning and administration
• Advanced MTA troubleshooting and optimization

Site Reliability Engineer | Dell SecureWorks | Remote

June 2015 – August 2019

Promoted from System Adviser to SRE role supporting critical internal and client-facing applications. **Pioneered company's first SRE dashboard initiative**, establishing monitoring standards adopted company-wide.

Key Achievements: • Built first enterprise SRE dashboard using Grafana/Telegraf, improving system visibility by 300%
• **Designed automated failover solution** with F5 load balancer integration, achieving zero-downtime redirects
• **Reduced customer portal downtime by 65%** through proactive monitoring and automated responses
• **Implemented change management processes** using eGRC, improving deployment success rate
• **Supported development teams** with CI/CD pipeline improvements and automation

Technologies: Ansible, Jenkins, Python, Bash, Grafana, Kibana, F5 Load Balancers

Linux Systems Administrator | Tower Hill Insurance Group | Lexington, KY

February 2012 – June 2015

Managed enterprise Red Hat Linux infrastructure supporting critical insurance applications and databases.

Key Achievements: • Deployed 50+ Red Hat Linux servers across physical and virtual environments
• **Researched and implemented task automation** tools (Azkaban, Chronos) improving efficiency
• **Created innovative Linux live CD solution** for secure Terminal Server access
• **Developed comprehensive backup strategy** ensuring 99.9% data recovery capability

Technologies: Red Hat Enterprise Linux, VMware, Git, Subversion, MySQL, Apache

Owner & Senior Consultant | MLD Services | Lexington, KY

September 2009 – February 2012

Founded and operated IT services company providing web hosting and enterprise consulting services to multiple clients.

Key Achievements:

• **Built CentOS hosting platform** serving client websites
• **Automated backup and maintenance** processes using Bash scripting
• **Provided enterprise consulting** including email for my customers

Linux Systems Administrator | TEKsystems (Lexmark) | Lexington, KY

June 2011– February 2012

Managed cloud-based printing infrastructure serving enterprise customers in virtual environments.

Key Responsibilities:
• **Deployed Red Hat Linux 5.x virtual machines** with ActiveMQ, Apache, PostgreSQL
• **Managed multi-cloud deployments** with Cincinnati Bell and Verizon providers
• **Multi-environment management:** Development, QA, Production environments

Technologies: Red Hat Linux 5.x, ActiveMQ, Apache, PostgreSQL, Network File Systems

Contract Systems Administrator | IBM Data Center | [LOCATION]

Janurary 2011– June 2011

Provided enterprise Linux and Hardware support for IBM's Fortune 500 customers.

Key Responsibilities:
• **Enterprise infrastructure lifecycle:** deployment, troubleshooting, hardware support
• **Network administration** and system automation
• **Bash scripting** for operational automation

Technologies: Linux and BASH

Systems Manager | US District Courts, Eastern District of Kentucky | Lexington, KY

June 2002 – September 2009

Managed critical infrastructure for federal court system across **six courthouse locations**, serving thousands of court personnel and public users.

Key Achievements: • **Developed public jury notification system** using Fedora Linux and Plone CMS, improving citizen experience
• **Implemented distributed file synchronization** for traveling judges using Linux/Unison
• **Redesigned court website** (kyed.uscourts.gov) with cross-browser compatibility
• **Managed multi-platform environment** (Linux, Windows, Solaris) with 99.5% availability
• **Automated Windows XP deployment** across six courthouses using Sysprep imaging

Technologies: Red Hat Linux, Fedora, Solaris, Plone/Zope, Informix, VBScript automation

Level 3 Support Technician | Siemens Business Services (Toyota) | Georgetown, KY

April 2000 – June 2002

Provided **Level 1, 2, and 3 support** for manufacturing facility's critical assembly line systems and network infrastructure.

Key Achievements: • **Maintained 99.9% uptime** for Assembly Control System (OpenVMS/Oracle)
• **Managed enterprise network hardware** (Cisco 6509, 3548, IBM 8260/8271)
• **Administered Compaq/HP servers** supporting Toyota's proprietary manufacturing systems
• **Developed troubleshooting procedures** reducing average incident resolution time by 30%

Certifications & Education

Professional Certifications: • Linux Professional Institute (LPIC-1) – 2014
• SUSE Certified Linux Administrator (CLA) – 2014
• CompTIA A+ – 1999
• Microsoft Networking Essentials – 2001

Education: • High School Diploma – Lexington Lafayette High School, 1984

Personal Technical Lab

Maintain comprehensive homelab environment for continuous learning and experimentation: •
Virtualization: KVM/QEMU hypervisor management
• **Container Orchestration:** Docker, Kubernetes
• **Email Infrastructure:** Complete Postfix/Dovecot/Open-Xchange stack
• **Monitoring:** Grafana dashboards and alerting
• **Storage:** Nextcloud self-hosted file storage

Professional Focus

🎯 **Seeking:** Senior Linux/DevOps/SRE roles in enterprise environments
🚀 **Expertise:** Large-scale infrastructure, email systems, automation, reliability engineering
📍 **Open to:** Remote opportunities or Cincinnati, Louisville, Lexington KY areas