

Nicholas Kerns

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Education

B.S. Degree, Computer Engineering Old Dominion University	2015
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Certifications

AWS Certified SysOps Administrator – Associate a110e15ada2747cebcedc20cfd308fe4	2024
AWS Certified Solutions Architect – Associate d122fac79aa04f96bdc96739c65a1524	2024
AWS Certified Cloud Practitioner 1546dced492e4a96b807db1ac02106e7	2023
Vmware Certified Professional Data Center Virtualization VMW-02414580X-02404789	2019
Certified Openstack Administrator COA-1800-001206-0100	2018
Red Hat Certified Engineer 160-127-411	2017

Work History

Atayo Group, Remote <i>Technical Account Manager</i> <ul style="list-style-type: none">• Hired to be Atayo's first TAM for their growing MSP team• Managing 10+ customer accounts• Main focus supporting AWS customer environments• Supported Cloud Engineers with troubleshooting tasks and tickets	2023-Present
Quadranet, Remote <i>Technical Account Manager</i> <ul style="list-style-type: none">• Quadranet acquired the "Blackmesh" business from Contegix in 2023• Role transitioned to TAM to specialize in a customer-success role• Met with customers at regular intervals to meet specific needs• Continued as highest escalation point for NOC engineers in the acquisition• Primarily supporting AWS customer accounts, some Vmware Administration	2023

Contegix, Remote
Cloud Engineer

2017-2023

- Contegix acquired Blackmesh in 2017
- Promoted to Cloud Engineer during the acquisition
- Higher tier of escalation path for the NOC engineers
- Continued specialization in Linux server support and administration
- CentOS/RHEL 7 and Ubuntu/Debian
- Continued support of Highly Available LAMP stack environments
- Continued Openstack and Ceph administration
- Adopted on-premises Vmware clouds and Nimble storage solutions
- Primary Administrator of AWS customer environments
- EC2, EBS, S3, RDS, Elastic Beanstalk, ECS, EKS, ACM
- Supported main DevOps team's work with customer cloud environments
- Supported Terraform and EKS deployments and environments
- Met with VIP customers at regular intervals to work with DevOps projects

Blackmesh, Reston, VA
NOC III Engineer

2015-2017

- Started out as NOC I, moved up to NOC III within 2 years
- Primary escalation point for lower tier NOC engineers
- Specialized focus on linux support and administration
- Supported Highly Available LAMP stacks
- On-premises Openstack cloud administration
- On-premises Ceph storage administration
- Windows 2012-2015 server support and administration
- Juniper firewall administration

Old Dominion University, Norfolk, VA
Systems Administrator

2013-2014

- Provided desktop and server support for the Computer Science Department
- Cisco Networking and Firewall Administration
- Linux Centos 6 Administration
- Windows 2008-2012 Server Administration
- DNS, DHCP, SCCM, Exchange, Lync, Sharepoint