

Matt Hodges

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Professional Summary

Experienced Hosting and Technical Support Engineer with over 5 years of experience in supporting customers across shared, VPS, and bare metal platforms. Starting as an Infrastructure Technician Apprentice and progressing to an L3 Escalation Engineer, I have demonstrated expertise in maintaining and troubleshooting complex hosting environments. Adept at delivering world-class customer service, with a focus on Linux-based roles and automation. Proven ability to resolve issues efficiently, ensuring customer satisfaction and operational excellence.

Technical Skills

- **Operating Systems:** Windows, Linux
- **Networking:** TCP/IP, DNS, DHCP, VPN
- **Containerization:** Docker
- **Cloud Services:** vCloud Director, Microsoft Azure
- **Virtualization:** VMware, Hyper-V
- **Monitoring and Logging:** Splunk/VictorOps, Zabbix, Grafana
- **Scripting Languages:** Bash, Python, PHP
- **Help Desk Software:** Ubersmith, Zoho Desk

Professional Experience***Linux Operations Team & L3 Escalation Engineer*****THG Ingenuity Cloud Services | Nov 2023– Present**

- Provide world-class technical support for escalated tickets from the Service Desk (SD) team.

- Serve as a technical expert for THG Hosting products, including cloud services, bare metal servers, and virtual servers.
- Provide escalated support for all the THG Hosting department with a focus on VMware as a Service and VIP Bare Metal & VPS customers.
- Maintain, monitor, and implement changes within THG Linux infrastructure.
- Process BAU tasks in Service Desk Plus like VM creation/resize/decommission, manual disk resizes, and SFTP user creation.
- Assist senior engineers in implementing planned projects and maintenance.
- Configure and manage monitoring systems (Nagios, Zabbix).
- Use automation tools like Chef, Ansible, and StackStorm for system management.
- Work with Docker for container management and deployment.
- Document technical knowledge in the knowledge database.
- Collaborate with global teams to deliver the best customer experience.

Hosting Support Engineer (Cloud Services)

THG Ingenuity Cloud Services | Nov 2021 - Nov 2023

- Supported bespoke customers on the VMware as a Service platform in the managed services team.
- Onboarded customers into the VMware vCloud Director solution.
- Designed, built, and implemented bespoke solutions tailored to each customer's needs.
- Provided ongoing support for custom cloud solutions, ensuring high availability and performance.
- Supported VIP hosting customers across bare metal and VPS services, focusing on delivering a world-class customer experience.
- Worked as a senior technician and point of escalation for other engineers to resolve more complex hosting issues.
- Assisted with the maintenance and monitoring of hosting servers and services.
- Contributed to the development of hosting-related knowledge base articles and documentation.
- Resolved issues related to website performance, security, and accessibility.
- Provided technical support to clients using a variety of hosting platforms, including shared hosting, VPS, and dedicated servers.
- Assisted with the installation, configuration, and maintenance of hosting environments.

L1/2 Web Hosting Support Engineer

THG Ingenuity Cloud Services | Sept 2020 – Nov 2021

- Provided technical support for shared hosting environments, ensuring high customer satisfaction.
- Diagnosed and resolved customer issues related to web hosting, including DNS, email, and website performance.
- Collaborated with customers to troubleshoot and resolve issues, maintaining a strong focus on customer success.
- Gained a deep understanding of shared hosting environments and related technologies.

Infrastructure Technician Apprentice

THG Ingenuity Cloud Services | Aug 2019 – Sept 2020

- Provided technical support to customers via phone, email, and live chat, helping them troubleshoot and resolve hosting issues.
- Created and maintained documentation for hosting-related processes and procedures.
- Assisted with the deployment and management of hosting accounts and services.
- Worked with the development team to resolve complex hosting issues.

Certifications

- Microsoft Technology Associate:
 - Networking Fundamentals
 - Cloud Fundamentals
 - Mobility and Device Fundamentals
- BCS Awards (Level 3):
 - Scripting, Coding, and Logic
 - Business Processes
- VMware:
 - VMware Certified Technical Associate - Data Center Virtualization

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