

## Alex Hanselka

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### Certifications

RHCSA/RHCE (130-221-898)

### Experience

#### **WP Engine, Austin, TX**

##### **Systems Engineer** (November 2015 -- Present)

- Participate in a week long on-call rotation every 4-5 weeks to ensure the integrity of the farm, acting as the final escalation point for the NOC Engineers
- Update and write Ansible playbooks to manage WP Engine infrastructure
- Maintain Python scripts to provision and patch ~5000 servers, particularly an initiative to automate patching in such a way to avoid any downtime for customers.
- Assisted in setting up a new product for our enterprise customers utilizing AWS
- Collaborate with other departments to resolve incidents, fix bugs, and develop new products
- Work with vendors such as Rackspace, Linode, and CloudFlare to triage and resolve incidents while on-call

##### **NOC Engineer** (January 2015 -- November 2015)

- Respond to monitoring alerts to maintain customers' WordPress sites
- Investigate and repair issues with Nginx, Apache, and MySQL, across thousands of Ubuntu servers
- Collaborate with systems engineers on resolving complex issues involving NFS, MySQL replication, proftpd, and our custom platform code
- Provide company-wide communications during major outages and other business/customer impacting events
- Train new hires and assist in development of sustainable onboarding training materials
- Mentor support staff on second and third shift in order to advance their Linux and system administration skills

#### **Rackspace Hosting, San Antonio, TX**

##### **Linux Administrator I/II** (February 2013 -- January 2015)

- Escalation point for Rackspace Cloud servers. Support for Cloud Networks, Backup, Load Balancers, Block Storage, DNS, and Files.
- Worked to resolve tickets for customers and assessed issues requiring escalation to operations teams, providing those teams with all relevant details
- Supported a variety of Xen hypervisor deployments using tools such as LVM or VHD tools, iostat/iotop, tcpdump, and XAPI
- Watched for trends in issues to track potential outages, such as switch ACL issues, and escalated to the proper teams
- Helped identify bugs in Rackspace's OpenStack deployment and filed bug reports as necessary

### Related IT Experience

##### **Personal Project** (Spring 2009 -- Present)

- Run multiple websites on Linux servers using Apache, nginx, php-fpm, and more recently Docker and Kubernetes
- Configure and maintain MySQL as well as a hot standby PostgreSQL pair utilizing streaming replication
- Operate a fully featured, redundant email server utilizing Dovecot, Postfix, amavisd-new, and OpenLDAP authentication managed entirely by Ansible

### Education

University of North Texas, Denton, TX

2012 Bachelor of Arts in International Studies, Security and Diplomacy

Minor: Japanese Language