Erich Cottom
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EXPERIENCE

SevOne - Newark, DE
Product Support Tech Team Lead, 2014-Present
Product Support Engineer, 2013 to 2014
Lead Tier 3 team of 6 responsible for locating customer defects and providing workarounds. Triaged and prioritized escalated issues. Issues included SNMP, PHP, Mysql, Apache and general linux/networking issues.

MITRE Corporation - McLean, VA
Technical Co-Op, Spring 2011-Summer 2011
Responsibilities include creating scripts for computer administration and software testing.

Saunders Technical Support at RIT - Rochester, NY
Network Administrator Assistant, Fall 2009-Winter 2010
Responsibilities include assisting faculty and staff in their computing needs, computing laboratory support, and ensuring that servers are running.

Lockheed Martin Integrated Systems & Solutions - Gaithersburg, MD
Technical Co-Op I, Summer 2006
Responsibilities included SQL query testing, configuring ACLs on Cisco routers, proofreading technical documentation, and creating accounting spreadsheets.

Montgomery County Schools - Montgomery Village, MD
Intern User Support Specialist, School year 2005-2006
Responsibilities include maintaining school desktops, computer systems, printers, and working with teachers to solve their problems.

EDUCATION

Rochester Institute of Technology **-** Rochester, NY
BS in Applied Networking and Systems Administration, 2013

TECHNICAL SKILLS

Windows, Linux, UNIX, Red Hat, CentoOS, Fedora, Gentoo, Ubuntu, SUSE, Cisco IOS, ESXI
JAVA, C, C++, GO, C#, Silverlight, .NET, PHP, Perl, PowerShell, Python, AWK, Bash
Active Directory, DNS(Windows, BIND9), DHCP(Windows, Linux), Rsyslog, Syslog-ng, NTP, Apache, Mysql, SNMP, VMware vSphere, KVM, Git, JIRA, Confluence, Zendesk, FishEye