

samantha eleanor davidson

samecontent.net | content developer

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technical skills

(Code/Practices) Experienced with Bash, XHTML(5), CSS(3), C#, Wiki; Familiar with PHP, JavaScript, perl, Python, SQL; Studied W3C Standards, Sec 508 compliance

(Software) Experienced with RHEL, AIX, Kernel-based Virtual Machines, Confluence, WordPress, GIMP 2.0, MS/Open Office Suite (Word, PowerPoint, Excel); Familiar with Nagios, Active Directory, Docker, Git, DreamWeaver, SnagIt, Camtasia, Visual Studio

technical experience

Tech Mahindra, Solutions Engineer, Dec '19 – Jan '21

Lansing, MI

- Responded to and investigated Nagios alerts, developer and network issues, typically involving Unix, IBM SVC, Jboss technologies, then escalating appropriately
- Monitored and investigated network systems via Solarwinds and Infoblox, included modifying name server records and IP configurations on the device interface

Jackson National Life, Technical Services admin, Dec '15 – Dec '19

Lansing, MI

- Managed, patched, and maintained a large enterprise Unix and Windows infrastructure while utilizing and improving upon existing documented processes
- Resolved issues with servers configured with high availability storage over the SAN, sometimes requiring manual removal and of IP's on Linux and AIX hosts

Clean Team USA, Front End Developer, May '14 – Sept 15

East Lansing, MI

- Developed and designed solutions for Web applications using WordPress and industry standard documentation practices, including Use Cases and Wireframes

Liquid Web, Linux SysAdmin, Oct '14 – Sept '15

Lansing, MI

- Provided phone, live chat, ticket support for customers involving a variety of server technologies, including CentOS, LAMP, cPanel, WordPress, Plesk
- Assisted customers configuring various network configurations both at the application server and name server scope

ACD.net, Customer Technical Support, April '13 – May '13

Lansing, MI

- Trained for a month resolving customer queries over the phone on DSL, DNS, and other Internet-related issues, following up with briefs and setting followups

Gukje Foreign Language School, English Teacher, June '12 – February '13

Suwon, South Korea

- Produced materials for class, including worksheets, articles, and games, which I posted to Tumblr for access and following up

Eli & Edythe Broad (f/k/a Kresge) Art Museum, Webmaster, Sept '08 – June '12

Michigan State University, East Lansing, MI

- Designed Web sites, graphics, and print media using InDesign, Illustrator, and Photoshop
- Managed primary site using DreamWeaver; and developed affiliate sites by hand-coding HTML, CSS while seamlessly integrating JavaScript

- Researched, planned, and strategized new developments in Web-related media

Biomedical Research Informatics Core, Technical Writer, July – August '08
100 Conrad Hall, East Lansing, MI

- Edited and coded a user manual Wiki for their interview site interface

education

Purdue University Global, West Lafayette, IN

Postbaccalaureate Certificate, Programming and Software Development, July '22

Michigan State University, East Lansing, MI

B.A., Professional Writing, May '09

- Dean's List, Spring '09