# Joseph Michael Doss

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> The right mix of technical and leadership expertise to start up, grow, and evolve next generation infrastructure in every essential aspect, including organization structure, systems, policy and procedure, talent acquisition and management, productive development and customer service. Creating high value, cutting edge, non-commodity products. Relentlessly focused on creating the best experience for customers and coworkers.

## Experience

**WiredTree (https://www.wiredtree.com) Chicago, IL** : August 2006 - May 2015

*Vice President of Customer Service, Founding Member*

- **Strategy**: Designed, executed, and led customer service and support team for a start up web hosting company
- **Inc500**: Helped ensure rapid company growth to place WiredTree on the Inc500 in 2011
- **Growth**: Facilitated company growth from 3 to 35+ employees over eight years
- **Policy**: Create and maintain company documentation, processes and policies to enhance customer service and support
- **Infrastructure**: Maintain key internal Linux systems to ensure high availability
- **Datacenter**: Designed and implemented datacenter setup for hundreds of Linux web servers
- **Product Innovation**: Provide technical expertise to revamp current products and launch new product offerings
- **Talent Management**: Interview, hire, train, and manage staff to ensure high quality Linux technical support
- **Staff Development**: Developed and instructed internal Linux Systems Administration training program in classroom environment
- **Operations**: Manage 24/7 support operations while providing on call assistance when needed

- **Employee Engagement**: Ensure employee morale remains high while maintaining business goals
- **Coaching**: Provide strong leadership and guidance on a daily basis to drive the company forward

**Liquidweb Inc (https://www.liquidweb.com) Lansing, MI** : August 2002 - 2006

*Linux Systems Administrator*

- Managed over 500 Linux based web servers with 15,000+ customers
- Created and implemented new hire training programs
- Assisted with server security and firewall policies
- Helped build a network operation center from the ground up

# Skills

- Eighteen years of Linux experience
- Thirteen year background with cPanel/WHM
- Eleven years of Datacenter experience
- Expert knowledge of CentOS, Fedora, RHEL, and Gentoo Linux
- In depth understanding of KVM, QEMU, and libvirt
- Specialized in container based virtualization: Virtuozzo, OpenVZ, and Docker
- Extensive experience with Apache, Nginx, mySQL/MariaDB, Exim, Postfix, and Ansible
- Strong proficiency with BASH, PHP, Ruby, Python, Bugzilla, RPM and Git
- Expert in debugging and troubleshooting Linux server issues
- Excellent verbal and non-verbal communication skills
- Relentlessly focused on providing the best possible customer service and support

# Education

**Michigan State University, BA in Telecommunications, 2004**

# Online

- @jdoss (https://twitter.com/@jdoss)
- Github (https://github.com/jdoss)
- Google+ (https://plus.google.com/+JoeDoss)
- LinkedIn (https://www.linkedin.com/in/jmdoss/)
- GPG Public Key (https://www.joedoss.com/jdoss_0x3C5D643C_pub.asc)
- jdoss on irc.freenode.net