

# July Flanakin

[jflanakin@mail.rubyraccoon.net](mailto:jflanakin@mail.rubyraccoon.net)

[www.linkedin.com/in/jflanakin](http://www.linkedin.com/in/jflanakin)

<https://rubyraccoon.net>

## Skills & Tools

Jamf Pro · Jamf Connect · Windows Server 2016/2019/2022 · Oracle Linux · Debian Linux · Apache 2 Webserver · Apache Tomcat Webserver · MySQL · Oracle Cloud Services · ZeroTier · VMWare ESXi · pfSense · HAProxy · WordPress · Active Directory · Okta · Azure · Scripting · Hybrid Cloud · DevOps · Scripting · Software Defined Networking · Security · Kubernetes · SSO · 802.1x

## Work Experience

**Jamf** · *Technical Support Specialist* · September 2021 – Present

- Responsible for case management for escalated technical issues requiring specialized knowledge of server, networking, and cloud infrastructure as well as an in depth understanding of the Jamf Pro and Jamf Connect products.
- Specializing in:
  - Integrating Jamf Pro with Active Directory Domain Services, SSO providers, Cloud Identity Providers, and other Jamf software like Jamf Infrastructure Manager & Jamf AD CS Connector.
  - Integrating Jamf Connect with federated and non-federated SSO providers like Azure or Okta.
  - Troubleshooting Jamf Pro API and scripts.
  - Administrating and troubleshooting Windows and Linux server platforms.
  - Certificate distribution via SCEP/NDES and Jamf AD CS Connect for 802.1x networks.
- Additionally responsible for creating and administrating test environments, creating and maintaining knowledge articles, working with technical writers to revise external documentation, educating & training level 1 support associates, and collaborating with several teams provide knowledge and solutions for our customers.
- [Jamf Certified Associate](#)
- [Jamf Certified Technician](#)

**Home Depot Technology Support Center** · *Level 1 Product Support Technician* · July 2020 – September 2021

- Responsible for remote phone and chat support for corporate and call center users and logistics locations in a multinational enterprise environment.
- Homer Award recipient for upholding company values.

## Education

**Austin Community College**

- **Associate of Applied Science** · *LAN Systems, Cybersecurity Specialization* · *In Progress*
  - Courses include firewall, network, and OS Security courses based on hardware and certifications like the CompTIA Security+ and CCNA.
- **College Certificate** · *LAN Systems Network Administration, Computer Information Technology* · *In Progress*
  - Courses include Cisco routers and switches, network security, and cloud computing based on Cisco CCNA and other certifications.
- **Occupational Skills Award** · *Computer networking* · *Achieved August 2020*
  - Courses include IT and Cybersecurity fundamentals based on CompTIA A+, Network+, and Security +.

## Professional Experience

- Hybrid Cloud Jamf Testing Environment:
  - Standalone Jamf Pro on Windows Server 2022
  - Clustered Jamf Pro servers on Debian 11 connected to a central MySQL Database
  - Tomcat + Jamf Pro container orchestrated by Kubernetes
  - Jamf Infrastructure Manager Integration
  - Jamf AD CS Connector Integration
  - AD mastered Azure and Okta SSO Integration
  - Active Directory environment on Windows Server 2022
    - Active Directory Domain Controller
    - Active Directory DNS
    - Active Directory Certificate Services
    - Network Device Enrollment Service
    - IIS Webserver
    - File and Storage Service
    - Network Policy Server
- Hybrid Cloud Home Lab:
  - pfSense open-source router and firewall
  - TrueNAS network attached storage
  - WordPress site hosting
  - Self-hosted Kubernetes Cluster
  - Central MySQL database
  - Managed DNS with Cloudflare
  - HAProxy load balancer hosted with Oracle Cloud
  - Zero Tier software defined VPN connecting cloud and home networks
  - Nightly off-site backups to Google Cloud Services
- Example request diagram:

