

Shawn Huckabay

Experienced Public Cloud & Linux Professional
San Antonio, TX, USA | Remote

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My goal is to continue developing my Linux and Cloud skills in order to keep pace with the current hosting market and further my career in the public cloud industry.

Work Experience



DigitalOcean

Team Lead - Customer Success Engineer
New York, NY (Remote)
August 2020 – Present

- Manage a small team of Customer Success Engineers, focusing on their performance and career development.
- Manage schedules and time off.
- Perform regular QA assessments of their work.
- Provide direct feedback and training.
- Monitor team metrics, such as CSAT and response times.
- Work with broader support leadership on initiatives.



DigitalOcean

Customer Success Engineer
New York, NY (Remote)
March 2016 - August 2020

- Provided priority technical support and cloud architecture guidance to DigitalOcean's high spending IaaS customers.
- Discussed their service, solved technical issues, and provided information on how best to use our platform.
- Engaged engineering teams to both improve products and resolve ongoing technical issues for our customers.
- Contacted customers via ticket and outbound phone calls.



Media Temple

Managed Support / Server Administrator
Culver City, CA
December 2015 - March 2016

- Provided support and server administration to customers of Media Temple's CloudTech premium support service.
- Performed basic server administration tasks on their VPS.
- Installed and updated software packages.
- Fixed issues with software such as Apache and MySQL.



Media Temple

Senior Linux Server Support
Culver City, CA
October 2012 - December 2015

- Assisted customers of Media Temple's webhosting and Linux VPS services via phone, chat, and ticket.
- Provided real-time assistance to junior support staff.
- Handled incident management and status page updates.

Certifications



Red Hat Certified Engineer - #160-013-843
March 2017 - October 2021



AWS Certified Solutions Architect - Associate
July 2016 - June 2020



Chef Fluency & Local Cookbook Development Badges
June 2017



LPIC-1: Linux Server Professional
May 2015 - May 2020

Skills

- Linux (Red Hat, Ubuntu)
- MySQL
- HTML/CSS
- Ruby
- Kubernetes
- Config Management
- Public Cloud
- Leadership / Management
- Technical Support
- Customer Success
- Written Communication
- JIRA
- Confluence
- Google Apps

Endorsements

"I was Shawn's manager for 3 years, and through that period he was consistently one of the highest performers on the team. As a senior team member, he contributed above and beyond the day-to-day expectations of the role and could always be trusted to not only identify problems, but come forward with solutions to them."

- Michael Guerin, Manager at DigitalOcean

"Shawn is one of the most reliable, trustworthy, dependable people I had the pleasure of working with at Media Temple. There was never a day I could not rely on him for help with complex Linux server tasks, and overall customer service needs. Not only does he have an advanced server administration knowledge, he is also an excellent teacher when it comes to passing on that knowledge to his teammates. I learned a lot from him during my time at Media Temple, and he will certainly carry on these traits into future endeavors."

- Alexandra Cholewinski, Coworker at Media Temple