

SKILLS

- > Network troubleshooting and configuration
- > KVM virtualization
- > Docker Containers
- > John Deere AMS products troubleshooting
- > SQL and Database Management
- > DB2
- > Continuous Integration / GIT

EXPERIENCE

- 2020 — Today **ISG Application Support Tier 2** **Infotree Service Inc.**
Contractor at John Deere Digital SI&T, providing Tier 2 support for the Stellar Support and License Manager front and back-ends that manage the Licenses that are available for John Deere AMS hardware. Technologies include IBM DB2, Cardett Advanced Query Tool, Zuora, Rally, Databricks, and JavaScript.
- 2016 — 2020 **Global Support Center Technical Support Specialist - German** **Infotree Service Inc.**
Contractor at John Deere ISG, providing German and English support for Europe, Africa, and Australia. Products supported included Operations Center, JDLink, Stellar Support, AMS Software on Displays and Receivers, and many other products.
- 2014 — 2016 **Dietary Aid** **Homestead Assisted Living and Memory Care**
Familiarized residents with menu and daily specials, accurately recorded food and drink orders, ran multi-course meals, and performed kitchen duties

PROJECTS

- 2016 — Today **Extensive AutoHotkey scripts** **daviddaily.dev/david/d3k**
Used AutoHotkey to develop and build out D3K, a set of scripts built to make my job in the call center easier. This includes a section that automatically creates a script based on a `.ini` file.
You can explore the repo at daviddaily.dev/david/d3k
AutoHotkey / git
- 2021 — Today **pfSense Firewall/Router**
Set up and configured a pfSense Firewall/Router to handle all the networking for a new fiber connection.
- 2019 — 2021 **Web Server v2**
Set up and maintained an Ubuntu 20.04 server to replace the previous one. In this iteration I used `virsh` to manage multiple KVM guests including Ubuntu 20.04, CentOS 7, and VyOS. Bridging was also set up between guests with a separate interface for the host system and one for the guest systems.
`bash / docker / git / python / LATEX / nginx / letsencrypt / ssh / KVM`

- 2019 — 2021 **Web Server v1**
 Set up and maintained a CentOS 7 server to host websites, databases, and projects including AutoHotKey, L^AT_EX (the tool being used to render this pdf), and Python. Utilized Docker & Docker-Compose to install nginx, letsencrypt, and gitea after having installed them manually on a previous version of the Web Server.
 bash / docker / git / python / L^AT_EX / nginx / letsencrypt / ssh
- 2019 **WireGuard Network Tunnel**
 Set up a WireGuard network tunnel between my server and servers belonging to peers using OSPF.
 VyOS / bash / KVM
- 2019 **Python Bot** daviddaily.dev/david/telegram-music-bot
 Utilized Spotipy (not a typo), Google Play Music, and Telegram APIs to create a Telegram bot (@MusicServiceBot) to search for music and provide links to the selected song on Spotify, Google Play Music, and YouTube.
 You can explore the repo at daviddaily.dev/david/telegram-music-bot.
 python / git
- 2017 — Today **Team Building**
 Met with peers weekly for creativity and conflict resolution exercises, gaining necessary experience for character and skill development. Learned to quickly assess situations and collaborate to find best practice solutions
- 2013 — Today **Translation of a book series from German > English** daviddaily.dev/david/anders
 I really like a book series that I read and found out it doesn't exist in English. I decided to keep up my German skills by translating the book series.
 You can explore the repo at daviddaily.dev/david/anders, and the PDF of my progress so far on the first book is at files.daviddaily.dev/Anders/Book1.pdf
 L^AT_EX

EDUCATION

- 2013 — 2016 **Associates Program** Southwestern Community College
Networking, Security, and PC troubleshooting basics
 Windows Server 2012, Network Virtualization with VMware, EnCase forensic software, Microsoft Office Suite (Word, Excel, PowerPoint, Visio, Access, Outlook, Sway)

LANGUAGES

- English** - native
German - native