

# Robert Pannick

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## Summary

Technical Support Engineer with 15+ years of experience in Linux system administration and complex troubleshooting. Skilled in root cause analysis, documentation development, and cross-team collaboration to resolve challenging technical issues. Experienced with Git workflows, Ruby/Bash scripting, and building tools that improve support efficiency. Adept at translating complex technical concepts for users of various skill levels while maintaining a customer-focused approach to problem-solving. Passionate about contributing to open-source projects and improving documentation based on real-world usage patterns.

## Core Competencies

### Support Engineering

Advanced troubleshooting methodologies, root cause analysis, incident management

### Research & Analysis

Problem pattern recognition, systematic investigation, documentation development

### AI/LLM Integration

Prompt engineering, context optimization, AI-assisted support workflows

### Knowledge Management

Technical documentation, solution architecture

### Infrastructure & Systems

Linux administration (Red Hat, Ubuntu, SUSE), cloud platforms, containerization

### Automation

Ruby and Python scripting, Shell scripting, Ansible

### Communication

Technical writing, user training, cross-team collaboration

### Support Tools

ITSM platforms, monitoring systems, ticket management systems

## Professional Experience

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### Independent Technical Researcher

#### Self-Directed Projects

2016 - Present

- Honed Linux system administration skills through intensive audio processing work
- Mastered complex system configurations while exploring sound engineering
- Developed experimental prompt engineering frameworks for IT support scenarios
- Designed prototype systems for AI-augmented technical support workflows
- Explored applications of LLMs in knowledge management and support automation

### DevOps Engineer

#### FortyAU - Nashville, TN

August 2014 to November 2016

- Implemented Infrastructure as Code (IaC) using Ansible
- Designed and implemented CI/CD pipelines, integrating Jenkins with Azure cloud services
- Configured database replication and automated failover procedures
- Implemented containerization strategy for Ruby on Rails applications
- Established monitoring and observability practices using modern tooling (Kibana, Logstash)

### Linux Systems Administrator

#### OnShored Development - Chicago, IL

July 2012 to June 2014

- Managed migration of PostgreSQL databases
- Supported legacy Lisp application environments
- Orchestrated deployments across various Linux distributions
- Established automated testing procedures

### Linux System Engineer

#### Orbitz Worldwide - Chicago, IL

January 2011 to July 2012

- Provisioned bare-metal servers with ESXi across multiple environments
- Implemented automated provisioning using PXE, Kickstart, and Cobbler
- Developed load balancing solutions for high-availability systems
- Automated DNS and DHCP service management

## Technical Support Roles

### Multiple Organizations

2002 - 2010

- Helpdesk Support at University of Chicago Medical Center
  - Assisted clients with EPIC EMR login issues
  - Supported Windows XP and Mac OS X systems
- Telecommunications Administrator at Indium Corporation
  - Managed global voice network
  - Performed system setup and mobile phone support
  - Trained staff on technical tools and integrations
- Help Desk Technician at Abbott and TEKsystems
  - Provided comprehensive phone and remote support
  - Handled hardware, software, and account access issues
  - Developed technical support documentation
  - Managed incoming support tickets and routing

## Certifications

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Certification	Date Taken	Score	Result
100-003-540 - RHCSA	Dec 03, 2010	282.0	Pass
100-003-540 - RHCE	Dec 03, 2010	234.0	Pass

## Areas of Interest & Innovation

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- Symbolic AI-augmented troubleshooting assistance
- Automated diagnostics and configuration management
- Knowledge base optimization with semantic text generation
- Support process automation and enhancement