

Resume

Jon Wong - [me@jonthewong.com](mailto:me@jonthewong.com) - [jonthewong.com/linkedin](http://jonthewong.com/linkedin)

## Professional Summary

My journey began as a first-line technical support agent, moving my way into a network administrator role for a prominent internet service provider and evolving as a Linux system administrator overseeing 360,000 servers in Montreal. I deployed and monitored complex hybrid cloud infrastructures in a fast-paced ITSM role. I also have a background in business management and a jack-of-all-trades mentality, focused currently on DevOps projects with automation and integration using the python programming language. My career culminates with 20 years of technical experience.

## Skills

Soft	Hard	Leadership	Communication
Communication	Linux CentOS/Ubuntu	Creativity	Constructive feedback
Approachability	REST API	Flexibility	Oral communication
Problem-solving and critical thinking	Python	Ability to teach and mentor	Negotiations

## Work Experience

### Zenith Media Canada - Montréal, Québec

#### Senior Linux System Administrator, 2010-2023

Coordinated, developed, deployed and monitored their cloud infrastructure as the root administrator internally and for our global clients as a managed service provider. Managed relationships with suppliers like the National Research Council Canada, Canadian Internet Registration Authority, and Canadian Centre for Cyber Security and integrated their services into our core network. I migrated their U.S suppliers and replaced them with Canadian alternatives improving privacy (PIPEDA/LOI64) and optimizing latency (microsecond responses), thereby increasing service scalability (capacity) while saving money on currency conversion.

[#openstack](#) [#ubuntu](#) [#msp](#) [#python](#)

### MiltonFi - Bahamas, Nassau

#### Chief Technical Officer, 2021-2022

I provided high-level technical insight on network architecture, system security and infrastructure scaling "day 0". Wrote technical documentation and provided competitor analysis of the decentralized finance sector. Coordinated with human resources on new hires and provided SecOps training to management. I implemented fundamental best practices based on the Information Technology Infrastructure Library (ITIL v4) that helped place the future success of the company front and center.

[#defi](#) [#management](#) [#documentation](#) [#security](#)

### OVHcloud - Montréal, Québec

#### System Administrator, 2013-2014

Planned and developed internal tools that monitored employees using SQUID and SSL decryption methods serving 2 million requests. I also developed tools that graphed over 20 competitors using reach and stability as a metric using the BASH programming language while reporting and presenting directly to management using the ELK stack (Elasticsearch, Logstash, and Kibana). We heavily relied on open-source libraries as part of the company ethos. OVH runs the largest data center in North America (360,000 servers) and is #1 by capacity in Europe.

[#squid](#) [#dns](#) [#bash](#) [#elk](#)

### MTO Telecom - Montréal, Québec

#### Network Administrator, 2008-2010

Monitored and maintained the leading optical fibre network in Montréal, Québec at its core in the fast-paced network operations center (NOC). Working directly with engineers and contractors to resolve network emergencies 24/7/365 while on-call. Remotely accessing equipment or onsite at multiple points of presence dotted all around the greater Montréal area by car. Trained on Cisco, Juniper, Zhone, Corecess and Zyxel and their various routers, switches, Digital subscriber line access multiplexer (DSLAM) and modem technologies. Previously known as Video du Nord Cable (VDN), Amalgamated into COGECO DATA SERVICES INC. in 2012.

[#networking](#) [#cisco](#) [#monitoring](#) [#fastpace](#)

## Microsoft - Mississauga, Ontario

### Product Specialist, 2006-2007

I was hired during the high volume launch of Windows Vista and Office suite, generating the most support incidents in Microsoft history. Working under direct pressure, supporting startups and industry leaders with remote bilingual expertise. I was trained extensively by product owners themselves as part of Microsoft University on the full range of software and services offered by Microsoft globally. I received multiple commendations for my excellent customer service and technical knowledge.

[#pressure](#) [#customerservice](#) [#enterprise](#) [#training](#)

## Notable experiences

I've also had the pleasure of working with **Bell Canada** on their **Sympatico** campaign by providing technical support to their 3 million bilingual clients, **National Cash Registry (NCR) on their McDonalds point of sale (PoS) campaign** supporting 1,452 locations nationwide and **Glaxo SmithKline (GSK)** developing training material for their enterprise IBM Lotus Domino servers supporting 49,000 employees worldwide.

## Education

### Montreal College of Information Technology

#### Certificate of Collegial Studies (AEC), 2013-2014

Business Administration and Management, As a professional I work to ensure that businesses and organizations are run effectively, efficiently and profitably. This is a balancing act that requires knowledge and skills with technology and knowledge of best business practices.

### Toronto Metropolitan University

#### Undergraduate of Computer Science, 2005-2007

Built a solid foundation in core areas of computer science including networking, software engineering, web-based applications, client-server applications and database manipulation.

## SkillShare

#### Certificate, Python Fundamentals, 2020

Python is the programming language of choice for software engineering, data science, and cutting-edge artificial intelligence (AI) research.

## cPanel University

#### Certificate, cPanel Fundamentals, cPanel Shared Hosting, 2020

The cPanel & WHM Administrator course track tests your knowledge of server administration, ranging from web stack setup, to email troubleshooting, custom DNS configurations, and administrating SQL engines through WHM.

## Facebook

#### Certificate, Pages - Introduction and Creation, 2016

Introduction to the marketing world with an understanding of advertising, best practices and Facebook technologies.

## Hurricane Electric

#### Certificate, IPv6 Fundamentals, 2013

Certify your ability to configure IPv6 and validate your IPv6 server(s) configuration.