

Lawrence C Robinson | Savannah, GA | lawrence.robinson315@gmail.com | [Portfolio / CV - Website](#) | [LinkedIn](#)

OT Linux Systems Specialist | Senior Technician – Linux & Technology Support

Motivated IT professional with 10+ years of experience managing Linux infrastructures (Red Hat, CentOS, Debian) and providing advanced technical support in secure, production environments. Skilled in automation, networking, and system hardening, with a proven ability to collaborate with cross-functional teams and vendors. Actively maintains virtualized environments and VPS servers to support live web services, leveraging Ansible, Bash, and Python scripting to streamline deployments and optimize performance.

Key Highlights

- **Linux Systems Administration:** Proven expertise installing, configuring, and maintaining Linux servers, ensuring high availability and compliance with security standards.
- **Networking & Protocols:** Proficient in TCP/IP, VLANs, SSH/SFTP, and familiar with industrial protocols (Modbus TCP/IP, RS-232/485).
- **Automation & Scripting:** Developed Ansible playbooks and Bash scripts for patch management, monitoring, and backups.
- **Cybersecurity:** Implemented firewall rules (iptables/ufw), SSH hardening, and intrusion detection to secure sensitive systems.
- **Cross-Team Collaboration:** Partnered with engineers, vendors, and contractors to meet project requirements and deliver user training.

Technical Skills

Operating Systems: Linux (Red Hat, CentOS, Debian), Windows Server/Desktop

Automation & Containers: Ansible, Docker, LXC

Networking Tools & Protocols: Wireshark, tcpdump, systemd-networkd, VLANs, Modbus TCP/IP, RS-232/485

Programming & Scripting: Bash, Python, PHP, SQL, PowerShell

Monitoring & Support Tools: Jira Service Desk, Remedy, ServiceNow, SolarWinds

Virtualization Platforms: KVM/QEMU, VirtualBox, VMware

Certifications

- **CompTIA Linux+ (Active; held for 10+ years)**
- **CompTIA Network+ (Expiry – 2026)**
- **CompTIA A+ (Expiry – 2026)**
- **Red Hat Certified System Administrator (RHCSA – EX200) – In Progress**

Professional Experience

IT Support Technician – UPS, Savannah, GA December 2023 – Present

- Provision and support Linux-based systems (Rocky Linux, CentOS) ensuring uptime and compliance for production environments.
- Troubleshoot complex network issues across TCP/IP, VLANs, and VPNs, supporting plant floor operations and industrial devices.
- Collaborate with vendors and contractors to deploy, configure, and test hardware/software systems.
- Provide third-level technical support and train engineers, technicians, and operators on system usage.
- Document system configurations, compliance testing results, and user training materials to support audits and system reviews.

Linux Systems Engineer (Home Lab & VPS Projects) | Ongoing – 7+ years

- Designs and maintained a virtualized environments (KVM/QEMU, VirtualBox) *simulating enterprise Linux deployments*.
- Configures and managed VPS platforms hosting live CMS websites (WordPress, Joomla) with LAMP/LEMP stacks.
- Secures servers using firewall rules (iptables), SSL/TLS, automated patching, and offsite backups.
- Experimented with OT concepts, including Modbus TCP emulation and network segmentation in isolated lab environments.

Technical Support Agent | MCI - BPO Service Provider | Savannah, GA | May 2022 – December 2023

- Achieved a 20% increase in first-call resolutions due to improved problem-solving abilities
- Streamlined the customer transaction documentation process through the integration of the Remedy system
- Ensured 100% record accuracy because of the improved documentation process
- Actively listens to understand and resolve complex technical issues, thus enhancing service quality

Software Configuration Analyst – DOD Programs Alion Science and Technology | 2010 - 2014 (4+ years)

- Supported Red Hat Enterprise Linux systems for mission-critical DOD projects.
- Managed configuration baselines, integrated software updates, and ensured compliance with strict security standards.
- Delivered technical support and training to engineering teams on Red Hat and DoD-specific systems.

EDUCATION

Associate Applied Science Degree in Information Systems | Tidewater Community College, Virginia Beach | Magna Cum Laude | January 2009 - December 2010

Bachelor of Arts in Management | City University of New York, Manhattan, New York |
August 1999 – May 2005