

Nikko Love

Staff Platform Engineer

Saratoga Springs, UT, United States | [LinkedIn](#)

An ambitious Systems/DevOps Engineer who loves automation, efficiency, and new challenges!

EXPERIENCE

Staff Platform Engineer SchoolAI	Nov 2024 — Present <i>Lehi, Utah, United States</i>
Senior Platform Engineer Upgrade, Inc.	May 2023 — Nov 2024 <i>United States</i>
Senior/Lead DevOps Engineer Claravine	Feb 2021 — May 2023
Senior DevOps Engineer Pluralsight	Nov 2019 — Feb 2021
Senior Systems Engineer BambooHR	Feb 2018 — Nov 2019 <i>Lindon, Utah</i>
Senior Systems Engineer Fibernet Highest level of escalation at the company. I find ways to optimize current server environments and oversee new builds. I have created scripts that find large log files and implement logrotate rules for them, automated the build process for Galera Clusters, created an application to better train mail filters, helped create several custom monitoring metrics, designed 'self repairing' scripts that execute from our monitoring system to resolve common issues when alerts are triggered, created optimized configurations for software firewalls, databases, web servers, and more. I have designed and created the large majority of automation tools that our team uses day to day. At the end of 2017 I received the company wide employee of the year award.	Jul 2017 — Feb 2018 <i>Fibernet</i>
Level 2 Tech Support Fibernet Was the final escalation path for the technical support department. As a level 3 I had the ability to optimize and fix up many of the servers we managed. Prior to becoming a level 3 it was common place for at least 1 to 2 of the shared hosting servers we had to go down each day. After a couple of weeks it was very rare for even 1 shared server to experience downtime at all. Automation helped reduce mistakes and resolve small issues before they became large ones and optimizations helped the servers run faster and more efficiently. Outside of work I studied for and obtained the LPI Linux essentials and LPIC-1 certifications. At the end of the calendar year I was awarded '2nd Place Employee Of The Year.' I felt ready to join the higher level 'Managed Services' team as a system administrator, but unfortunately there was not a position available. To resolve this I created an application that analyzed customer traffic, number of websites, CPU, RAM, Disk usage and emailed the sales team with the appropriate leads. These reports increased the amount of customers purchasing the premium 'Managed Services' product and by nature increased the work load. The extra workload created the need for a new Systems Administrator position, which I fulfilled.	Dec 2015 — Jun 2016
Level 1 Tech Support Fibernet The front line of the company. Took chats and calls to help customers with Linux and cPanel servers resolve issues they were having. After going several months with only 5 star customer reviews and creating the majority of the documentation for level 1 tasks I was promoted to a level 2.	Aug 2015 — Dec 2015
Owner/Systems Engineer Debate Clash LLC Debate Clash is a small e-commerce LLC that resells virtual products and processes thousands of dollars each year. As a side hobby I created and maintained this online marketplace. Debate Clash LLC was shutdown due to the amount of time it was consuming.	May 2015 — Jun 2017
Appliance/Electronics Salesman RC Willey Helped customers determine the best solution for their electronic and appliance needs	Nov 2014 — Aug 2015 <i>Orem, UT</i>
Marketing Assistant Lincoln Law, LLC Helped create and run digital marketing campaigns.	May 2014 — Oct 2014 <i>Orem, UT</i>
Speech Lab Tutor SNOW COLLEGE	Aug 2013 — May 2014 <i>Ephraim, UT</i>

Computer Sales Associate

Best Buy

May 2012 — Aug 2013

American Fork, UT

Worked with customers to fulfill any electronic needs they had and helped solve minor technical issues.

Assistant Debate Coach

Karl G. Maeser Prep Academy

Aug 2011 — May 2014

Lindon, UT

Prepared middle and high school students for competitive speech and debate tournaments.

Accomplishments include coaching multiple region and state champions, national qualifiers, and a third place internationally ranked team

EDUCATION

Snow College

Jan 2012 — Jan 2014

Lone Peak High School*High School Diploma*

Jan 2008 — Jan 2011

CERTIFICATIONS

LPIC-1: Linux Administrator, Linux Professional Institute**Amazon Web Services SysOps Administrator - Associate**, Amazon Web Services (AWS)**LPI Linux Essentials**, Linux Professional Institute**SKILLS**

Go (Programming Language) · Continuous Integration and Continuous Delivery (CI/CD) · Datadog · Containerization · DevOps · Kubernetes · Terraform · Linux System Administration · System Administration · Engineering · High Availability · Editing · Event Planning · Documentation · Amazon Web Services (AWS) · Red Hat Linux · Linux Server · Ubuntu · Centos · Linux · Python · Git · Bash · MySQL · Apache · Microsoft Word · PowerPoint · Microsoft PowerPoint · Microsoft Office · Servers · Databases · Vagrant (Software) · Grafana · Flask · Python (Programming Language) · Vue.js · prometheus · docker · Nginx · vue · JavaScript · python · Public Speaking · Team Building · Teaching · Teamwork · Customer Service · Puppet · New Relic · Zabbix