

## **Eric G. Williams**

Hampton, Virginia | jobs@buckroe.me

### **Technical Support Engineer | DevOps | QA Automation | Linux Systems Administrator**

#### **Professional Summary**

IT professional with 30+ years of experience in technical support, software QA, and Linux systems administration. Expertise in troubleshooting, automation, and managing self-hosted infrastructure using Docker, networking tools, and monitoring systems. Proven ability to resolve complex technical issues and improve system reliability in user-facing and backend environments.

#### **Technical Skills**

- **Operating Systems:** Debian Linux, Arch Linux, Windows
- **DevOps & Containers:** Docker, Docker Compose, container orchestration, CI/CD, Git
- **Networking:** DNS (Pi-hole, Unbound, DNSSEC), VPN, firewalls, reverse proxy (Caddy), Cloudflare Tunnels
- **Monitoring & Observability:** Grafana, Promtail, log aggregation, alerting (Gotify)
- **Scripting & Automation:** Bash, Python, SQL, Perl
- **QA & Development:** Software testing, test automation, Agile/Scrum, Git, software lifecycle
- **Self-Hosted Services:** \*arr stack, Jellyfin, Forgejo (Gitea), Trilium, Mealie, Caddy, code-server

#### **Professional Experience**

**Auto Club Enterprises** – Remote/Hampton, VA | May 2023 – Present

*Emergency Roadside Assistant – Level 2 Receiver*

- Handled 80+ inbound calls per shift in a high-pressure, time-sensitive environment
- Triage breakdown situations, verified GPS data, and dispatched field service agents
- Navigated multiple legacy software platforms with minimal integration to ensure service delivery

**Independent Homelab Administrator** – Remote | 2020–Present

*Self-hosted Linux lab for experimentation, automation, and skill development*

- Manage 30+ Docker containers across isolated networks, including media servers, monitoring tools, and automation services
- Configured secure DNS infrastructure using Pi-hole + Unbound with DNSSEC and Cloudflare Tunnels for external access
- Implemented Caddy reverse proxy to serve internal .lan domains with TLS encryption
- Use Forgejo (self-hosted Git) and code-server for script management, version control, and backups

- Set up system monitoring, log collection (Dozzle/Promtail), and alerting (Gotify) for homelab services

### **Charter Communications** – Colorado Springs, CO | 2016–2018

#### *Customer Support – Tier 3 Internet/VoIP*

- Provided advanced technical support for broadband, VoIP, and customer-owned networking equipment
- Troubleshoot DNS, latency, and hardware issues using proprietary and open-source tools
- Resolved escalations from Tier 1 and Tier 2 support teams

### **Northrop Grumman / ARI / Symantec** | 2000s

#### *Software QA Engineer, Systems Administrator, Test Engineer*

- Led QA and test automation teams for military and enterprise software applications
- Developed test plans, wrote automation scripts in Perl and Python, and managed Agile workflows
- Supported internationalization, large-scale system deployments, and compliance audits

### **Certifications**

- ISTQB Certified Tester – Foundation Level
- U.S. Air Force Technical & Leadership Training

### **Education**

Ongoing professional development through edX, HarvardX, and Coursera

University of Maryland | St. Leo University

U.S. Air Force – Technical Training, NCO Leadership School, On-the-Job Training

### **Projects**

#### **Personal Homelab Infrastructure**

- Deployed and maintain 30+ Docker containers with custom networking, monitoring, and automation
- Host internal Git repositories (Forgejo) for Bash/Python scripts and network configuration files
- Enable secure remote access via Cloudflare Tunnels and encrypted internal domains
- Maintain full-stack observability with Grafana, log aggregation, and real-time alerts

### **Interests**

Linux systems, open-source software, retro computing, privacy-focused tools, automation scripting, indie game development, and lightweight system dashboards (tmux, btop).