



CHRIS HETHERINGTON

CLOUD INFRASTRUCTURE & SYSTEMS ENGINEER

CONTACT ME

+1 713.208.9232

chetherington@chrismediagroup.com

Houston TX, USA

PROFILE

Cloud Infrastructure Engineer experienced in Windows and Linux systems, virtualization, backup, and network operations. Focused on performance troubleshooting, security hardening, and building reliable, scalable infrastructure. Combines engineering with digital platform development, including websites, cloud email, and nonprofit education tech.

WORK EXPERIENCE

2023 - PRES

SUMMIT

Alpharetta, GA USA

2019 - 2022

HOSTGATOR

Houston, TX USA

2017 - 2019

HOSTGATOR

Houston, TX USA

CLOUD SUPPORT ENGINEER TIER II - SUMMIT

Drive proactive improvements by identifying recurring technical issues, implementing preventative solutions, and optimizing system performance. Partner closely with cross-functional teams, datacenter engineers, and vendors to enhance platform stability, reduce downtime, and continuously improve operational efficiency.

- Troubleshoot Windows, Linux, vSphere, Veeam, and cPanel/WHM production systems
- Handle escalated incidents via tickets and live calls with business clients
- Collaborate with datacenter teams and vendors to resolve infrastructure issues
- Improve performance, stability, and operational workflows across environments

SENIOR DATACENTER TECHNICIAN - HOSTGATOR

Oversaw large-scale datacenter operations, managing hardware lifecycle, documentation, and infrastructure deployments in a high-availability environment. Coordinated installation, maintenance, and migrations while ensuring accurate asset tracking, operational continuity, and infrastructure standards.

- Managed 300+ racks including power, cooling, and expansion planning
- Administered Device42 DCIM for asset tracking, cabling maps, and reporting
- Supported server/network hardware installs, testing, and troubleshooting
- Assisted in the Houston Datacenter closure handling thousands of servers

INTERNAL SUPPORT - HOSTGATOR

Served as an escalation and training resource for internal teams, strengthening troubleshooting standards and improving support efficiency while guiding agents through complex technical issues. Helped refine workflows, shared best practices, and contributed to more consistent customer resolutions.

- Trained agents on DNS, email, website, and cPanel troubleshooting
- Acted as escalation support for complex customer issues
- Mentored staff to strengthen diagnostic and problem-solving skills
- Helped standardize internal support workflows

EXPERIENCE (CON)

2016 - 2017

HOSTGATOR
Houston TX, USA

2016 - PRES

CHRIS MEDIA GROUP
Houston TX, USA

LEVEL 2 CHAT SUPPORT - HOSTGATOR

Delivered real-time hosting support in a fast-paced environment while meeting strict SLA requirements. Resolved technical issues across web hosting platforms, communicated clearly with customers during incidents, and coordinated with internal teams to restore services quickly and maintain reliability.

- Managed multiple simultaneous chats with high customer satisfaction
- Resolved escalations involving PHP, email, WordPress, Joomla, and cPanel
- Detected malware and coordinated remediation with security teams
- Worked cross-departmentally to ensure rapid issue resolution

FOUNDER / CREATIVE DIRECTOR

Provide IT consulting, infrastructure support, and website development for small businesses and nonprofit organizations, focusing on reliable, secure, and scalable solutions. Work with clients to design hosting environments and improve digital workflows that support long-term stability.

- Deploy hosting environments and manage domains, email, and DNS
- Build WordPress websites and maintain performance/security
- Advise clients on cloud infrastructure and backup strategies
- Custom software development on clients needs

SKILLS

- VMware vSphere
- Wordpress
- Linux
- Cpanel
- Windows
- Server Administration & Hardware
- DNS
- Adobe Premire Pro
- Bash
- Powershell
- MySQL/MariaDB
- Rsync
- HTML/CSS
- FTP
- Veeam
- PHP
- Google Workspace
- Microsoft 365
- Adobe InDesign
- Adobe Photoshop
- Adobe Illustrator
- Canva
- PHP
- EXIM
- WSL 2
- Confluence
- Nmap
- Wpscan

INTERESTS



Korean



Health



Travel



Music



Tech



AI