

Shane Nichols

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Professional Summary

Computer Science student with hands-on Linux system administration experience. Manage homelab infrastructure with monitoring (Prometheus, Grafana), security hardening (FIDO2/U2F, fail2ban, ClamAV), and Docker containerization. 17 years of leadership experience. Seeking entry-level help desk or system administrator roles.

Technical Skills

Systems: Linux (Arch), Windows, macOS | **Monitoring:** Prometheus, Grafana, Alertmanager, cAdvisor | **Security:** FIDO2/U2F, fail2ban, ClamAV | **Containers:** Docker, systemd | **Scripting:** Bash, Python, Java | **Tools:** Git, PromQL, Samba, TigerVNC

Technical Projects

Homelab System Administration | *April 2025 - Present*

- Deployed monitoring stack (Prometheus, Grafana, Alertmanager) with Discord webhook alerting
- Implemented security measures: hardware authentication (FIDO2/U2F), fail2ban, ClamAV
- Manage Docker containers with cAdvisor monitoring and resource management
- Created Bash automation scripts for system health checks, backups, and Docker cleanup
- Configure network services (Samba, remote access) and self-hosted portfolio website

Technologies: Linux, Prometheus, Grafana, Docker, fail2ban, ClamAV, Bash, systemd

Professional Experience

Restaurant Shift Leader | *Love's Travel Stop* | Winona, TX | *2024 - Present*

- Supervise 12-16 employees, train on POS systems and protocols, resolve customer issues

Restaurant General Manager | *Love's Travel Stop* | Carthage, TX | *2022 - 2024*

- Managed operations, scheduling, inventory, P&L; implemented process improvements; developed training programs

Team Member to Assistant Manager | *Love's Travel Stop* | Greenwood, LA | *2016 - 2022*

- Advanced through positions, led shift operations, managed cash operations, trained employees

Carhop to Assistant Manager | *Sonic Drive-In* | LA & TX | 2008 - 2016

- Advanced over 8 years across two locations, supervised operations, trained employees

Education

Bachelor of Science in Computer Science | Minor in Cybersecurity | **GPA:** 3.3
University of Maryland Global Campus (UMGC) | Expected Graduation: 2028-2029

Core Competencies

Leadership: 17 years team management, process improvement | **Technical:** System troubleshooting, automation, documentation | **Customer Service:** Multi-year track record in high-pressure environments

Certifications

CompTIA A+ (In Progress) | **CompTIA Security+** (Planned) | **CompTIA Network+** (Planned)