

MITCHELL BERG

Linux Systems Administrator · IT Operations · Team Lead

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PROFESSIONAL SUMMARY

IT professional with 3+ years of hands-on experience leading technical teams, administering device management systems, and automating operational workflows through scripting. Proficient across Linux distributions — Fedora, Arch, and Debian/Ubuntu — with practical experience in Bash and Python, network configuration, and endpoint management. Proven track record managing a team of 3–5 technicians across a high-volume repair environment while driving consistency and efficiency. Actively pursuing LPIC-1 certification. Seeking a junior systems administrator or IT operations role to bring Linux infrastructure skills to scale.

TECHNICAL SKILLS

Operating Systems: Linux (Fedora, Arch, Debian/Ubuntu), Windows, macOS

Systems & Infrastructure: SSH, VirtualBox, VMware, Docker, Kubernetes (self-study)

Scripting & Automation: Bash, Python, PowerShell, Git, GitHub

Networking: TCP/IP, VPN (OpenVPN, WireGuard), Firewall Management, Network Protocols

Endpoint & MDM: MDM Administration, Mobile Device Management, Endpoint Configuration, MDM Bypass

Security: Penetration Testing, Vulnerability Assessment, Security Hardening, OSINT

PROFESSIONAL EXPERIENCE

Manager & Lead Technician · [uBreakiFix by Asurion](#) · Niles, IL

December 2022 – Present

- Lead a team of 3–5 technicians across a 15–20 repair-per-day environment, serving as primary escalation point for complex OS-level, hardware, and software issues across Windows, macOS, iOS, and Android — maintaining consistent throughput and repair quality
- Developed Python and Bash scripts to automate internal reporting and inventory workflows, eliminating repetitive manual tasks and freeing technician time for higher-value repair work
- Built and delivered structured onboarding programs for incoming technicians, standardizing repair quality and reducing ramp-up time across a variable-size team
- Administer and troubleshoot MDM configurations and execute bypass procedures for locked devices, applying deep knowledge of mobile OS architecture and device enrollment protocols
- Perform OS-level diagnostics and repairs including filesystem issues, boot failures, driver conflicts, and system recovery across multiple platforms and device types
- Troubleshoot and resolve network connectivity issues for clients including VPN configuration, firewall behavior, and protocol-level diagnostics
- Maintain documentation and operational records using Asurion's internal ticketing and POS systems

Sales Representative · [Preferred Vendors Inc](#) · Schaumburg, IL

September 2018 – December 2021

- Managed territory sales using CRM platforms, consistently exceeding performance targets through structured outreach and account management
- Developed strong technical communication skills across in-person and remote client interactions

OPEN SOURCE PROJECTS

first-steps github.com/Naftaliro/first-steps

GTK4 + LibAdwaita onboarding wizard for Zorin OS 18 and Ubuntu-based systems. Guides new Linux users through codec installation, Flatpak setup, driver configuration, backups, and power profiles — entirely without a terminal.

gnome-theme-switcher github.com/Naftaliro/gnome-theme-switcher

Terminal-based TUI for switching system-wide GNOME themes. Zero external dependencies, 9 built-in themes, and full custom theme support. Written in Python.

zorinos-gnome-themes github.com/Naftaliro/zorinos-gnome-themes

Shell scripts for one-liner system-wide GNOME theme installation on Zorin OS 18 and Ubuntu, including macOS and Windows theme ports.

EDUCATION & CERTIFICATIONS

Linux Professional Institute Certification (LPIC-1) — In Progress

Evolve Security Certified Professional (ESCP) — Evolve Security Academy, Chicago, IL · 400+ hours · 2022–Present

Buffalo Grove High School — Graduated 2021

ACHIEVEMENTS & COMPETITIONS

PicoCTF 2019 — **Top 30 Global Finish**

Placed in the top 30 competitors worldwide in Carnegie Mellon University's annual cybersecurity competition, demonstrating applied skills in reverse engineering, cryptography, web exploitation, and binary analysis.

CONTINUING EDUCATION

- Linux System Administration — Linux Academy
- Python for System Administration — edX
- Docker & Kubernetes Fundamentals — Udemy
- Ansible for DevOps — Pluralsight

LANGUAGES

English — Native | **Russian** — Basic Conversational