

# James Owen

IT professional with a practical command of Linux, web hosting, and broad IT systems, currently contributing to Nexigen Digital. My passion for this field is demonstrated through the development of my own hosting company, leveraging open-source solutions and automation. I am adept at problem-solving and keen to apply my diverse technical aptitude to new challenges beyond direct customer service.

## Experience

**Technical Support Analyst – Nexigen Digital ( VentralP / Synergy Wholesale )**  
Gold Coast, QLD | Feb 2024 – Present

- Resolved various issues and queries (cPanel, email, DNS) for at least 40+ customers/day
- Created snippets and internal docs to improve support team efficiency
- Resolved complex technical issues for customers on Linux-based hosting platforms, utilising Bash, log analysis, and cPanel/WHM among other tools
- Delivered consistently thorough, clear and concise support. Delivering 100% CSAT, maximising resolution and desired outcomes in first replies

**Owner – PlatyPress**  
October 2025 – Present

- Built and manage full web stack (Enhance)
- Developed internal tooling (e.g. WP migration flow using WP-CLI)
- Designed front-end/backed of website and account dashboard; wrote all help docs and policies

**Shift Runner & Delivery Driver – Domino’s**  
Gold Coast, QLD | Jan 2022 – Dec 2023

- Completed 6,000+ deliveries with a strong focus on reliability and service
- Supported shift leads with food prep, cash handling, food safety, and closing
- Trained new hires and handled high-pressure service periods with consistency

## Skills

**Linux Administration:**  
Debian/RHEL, Bash Automation, Docker, Firewalls (UFW, iptables), Monitoring (Prometheus, Grafana)

**Web Hosting Operations:**  
cPanel/WHM, Enhance, Nginx, LiteSpeed, WP-CLI, SSL, DNS, Email/Web Migrations

**Networking & Infrastructure:**  
TCP/IP, VPNs, RouterOS, OPNsense, UniFi, Hardware Troubleshooting

## Education

**Hillcrest Christian College** | 2012 – 2022  
  
TAFE ICT30120 | 2022  
**Cert III in Information Technology**

## Contact

See site for details.  
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