



Pat Woods

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Professional Summary

Technical support professional with a proven track record of growing from frontline customer support into advanced cloud engineering and incident leadership. Experienced supporting Linux infrastructure, cloud compute platforms, and high-severity production incidents while partnering closely with Engineering, Product, and Operations teams. Known for strong technical problem solving, building collaborative relationships across organizations and improving operational processes in fast-paced cloud environments.

Experience

Cloud Support Engineer | Akamai

January 2025 – Present

- Provide advanced technical support as a member of the newly formed *Compute Product Support Group*, supporting customers and internal engineering teams utilizing Akamai Compute services.
- Troubleshoot complex cloud infrastructure, Linux, networking, and compute platform issues that extend beyond standard customer support workflows.
- Serve as a technical escalation point for internal support teams, helping resolve high-impact customer issues.
- Collaborate with Product, Engineering, and Operations teams to improve supportability, identify recurring issues, and influence product improvements.
- Contribute to knowledge sharing, documentation, and operational best practices for a rapidly evolving cloud platform.

Compute Business Incident Lead (Temporary Assignment) | Akamai

January 2024 – July 2024

- Partnered with the Incident Response & Prevention team to integrate Compute platform services into enterprise incident management workflows.
- Coordinated communication between Customer Support, Engineering, and Incident Response during high-impact service events.
- Helped define operational processes and procedures for incident handling within the Compute organization.
- Contributed to improving incident response readiness during a period of organizational transformation post acquisition.

Customer Support Specialist | Linode / Akamai

August 2018 – December 2024

- Provided front-line technical support for Linux cloud infrastructure customers across ticketing, phone, and community channels.
- Consistently resolved high ticket volumes while maintaining strong customer satisfaction across Linux administration, networking, and platform support.
- Served as Subject Matter Expert for Backups service and Community Support.
- Developed deep expertise in Linux systems, networking, and cloud infrastructure, leading to promotion into incident management and advanced compute support roles.

Communications Specialist; Office & Community Manager | PromptWorks

May 2017 – July 2018

- Developed and executed data-driven marketing and community engagement strategies using Google Analytics and social media metrics.
- Partnered across departments on a company website redesign, gathering user feedback and analytics to inform user experience and content decisions.
- Championed a company-wide Diversity Initiative by presenting proposals to leadership and coordinating educational programming and guest speakers.
- Managed internal communications, office operations, and community engagement initiatives in a fast-paced consulting environment.

Production Systems Analyst; Electronic Production Assistant | Taylor & Francis

January 2015 – April 2017

- Provided technical support for internal publishing systems, troubleshooting workflow and platform issues for staff, editors, and external contributors.
- Managed a portfolio of more than 60 academic journals, supporting unique peer review systems and ensuring timely resolution of technical and process-related issues.
- Automated reporting processes and developed custom database reports that improved visibility into production metrics and reduced manual effort.
- Administered and supported the Central Article Tracking System (CATS), assisting users with issue resolution, documentation, and peer review workflows.
- Collaborated across editorial, production, and technology teams to streamline processes and improve operational efficiency.

Skills

Cloud & Infrastructure

- Linux
- Cloud Computing
- Networking
- DNS
- SSH
- Incident Management
- Technical Troubleshooting

Support & Operations

- Customer Support
- Root Cause Analysis
- Escalation Management
- Documentation
- Cross-functional Collaboration
- Knowledge Management

Technical

- SQL
- HTML
- CSS
- Git
- Command Line Scripting

Education

Moore College of Art and Design

Certification, Web Design

Temple University

Bachelor of Science, Art Education