

JENNIFER PICADO

System Administrator · Remote Linux, identity, break-fix

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Remote · async · global

EXPERIENCE

Dark Heart Labs

2015 – Present

System Administrator — Independent · Remote

- Closed remote break-fix loops for hosting, registrar DNS, and mail authentication (SPF, DKIM, DMARC); documented each so the next similar internal ticket did not start from zero.
- Operate Fedora Linux on T2 Mac hardware as a daily driver.
- Ran a Linux hardening lab with Ansible examples, markdown evidence reports, and automated tests.
- Wrote operator-facing notes for reliability controls (focus-guard retry throttle) so pass vs throttled states were explicit in headers and runbooks.

365 Connect LLC

2003 – 2015

Web Developer — On-site 2003–2007 · remote 2007–2015

- Supported a property-management platform remotely from 2007–2015 after four on-site years.
- Converted recurring support tickets into internal notes so the same outage was not re-explained from scratch.
- Kept WordPress/Drupal publishing paths documented for teammates.

SELECTED WORK

- photo-snail-intel — unofficial Intel/x86_64 build helper. github.com/jv-darkheartlabs/photo-snail-intel
- focus-guard — operator README and retry-overload run behavior. github.com/jv-darkheartlabs/focus-guard
- Linux hardening lab — Ansible examples and evidence reports (private; available on request).

SKILLS

OS

Linux · Fedora

Network and mail

DNS · Registrar operations · SPF/DKIM/DMARC · Mail authentication · Hosting

Practice

Remote break-fix · Runbooks · Ansible · Git · GitHub · Incident notes

EDUCATION

Herzing University — Bachelor of Science in Cybersecurity (coursework complete; conferral pending)

PROFESSIONAL DEVELOPMENT

RHCSA (EX200) — Studying; exam date to be determined