



Gary Hodder

Cloud Hosting Manager, Technical Operations Lead



gary@hodder.cc



<https://hodder.cc/>



902-577-0508



Creative, professional individual with many years of experience in all aspects of cloud hosting, technical support, customer success, project management and web site development. Strong written and interpersonal communication skills.

Work Experience

Senior Support

Aug 1 2022 - Present · 2+ yrs

Easy On Net

Ontario, Canada



Metisentry was acquired by Easy On Net

Responsible for providing all aspects of the cloud hosting support for all customer accounts and over seeing support personel.

Cloud Hosting Manager

Sept 2008 - June 2022 · 14 yrs

Metisentry LLC

Ohio, USA



Responsible for every aspects of cloud hosting, web site & infrastructure management and design.

Maintained Linux and Windows servers for organization-wide deployment for both dedicated and shared uses. Worked with customers to ensure systems worked properly and securely. Established architecture of the system, including databases, sites and scripts for specific applications and use cases. Applied creative and technical problem-solving skills to resolve issues or devise new solution.

Analytical minded with the ability to examine data, traffic and user information to ensure a high level of usability.

Created 100s of web sites in my lifetime.

Tech Support and Cloud Hosting

Jun 2004 - Sep 2008 · 4 yrs 4

Pantek Inc.

Ohio, USA



Responsible for providing technical support and customer service by phone, chat, video conference, helpdesk and email. This Involved every aspects of cloud hosting, web site & infrastructure management and design.

Worked closely with other developers and customers to answer technical questions to resolve issues with server operation and performance. Supported users by assisting with installation and maintenance of applications. Helped debug applications so they work with properly and effectively. Migrated 1000s of web sites from one server to another.

Pantek merged with Metisentry.

**"Remove hurtles in your life,
start attracting the life you want,
start your tomorrow today."**

Management Skills

- team work
- decision making
- customer service
- technical support
- prioritizing task
- communications
- time management
- problem solving
- customer success
- graphic design
- web site design and development
- web site management

Broad Technical Skills

- Windows
- Linux
- Cloud Hosting
- Physical Hosting
- DNS
- Security
- Spam
- Antivirus
- Email
- Documentation Writing
- Namespace
- Migrations
- CDNs
- SEO
- Social Media
- Firewalls
- Backups
- Networking
- Experience with many datacenters

Some Software Skills

- Windows
- Centos
- Debian
- Ubuntu
- Plesk
- cPanel
- VMWare
- Wordpress & many other CMS's
- Many Ecommerce platforms
- Cloudflare
- Ice Warp
- Smarter Mail
- Communigate Pro
- Barracuda
- MailCleaner
- Rackspace Cloud
- WHMCS
- All Admin and Office Software

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Work Experience

Ecommerce Developer and IT

Jul 2000 - Jun 2004 · 4 yrs

CybrHost

California, USA 

 Ecommerce and Hosting Support. Created over 200 ecommerce web sites.

Pantek acquired CybrHost.

CBT Developer / Technical Illustrator & Writer

Dominant Designs & Development Services

Jun 1994 - Jun 2000 · 6 yrs 1 mo

Canada/TN, GA and TX USA 

 Responsible for developing solutions for unique online training requirements.

Created thousands of technical illustrations and documentation for operating & equipment manuals. Developed many computer based training programs involving custom programming and multi-media authoring.

Employer References

To Whom It May Concern,

I am pleased to highly recommend Gary Hodder for any role in cloud hosting management or system administration. As a key member of our team, Gary has demonstrated an extraordinary depth of knowledge across the entire hosting business—often exceeding that of developers, system administrators, and other specialists in the field.

What sets Gary apart is his ability to bridge the gap between these roles, ensuring seamless communication and collaboration to drive customer success. His technical expertise, problem-solving skills, and dedication to delivering high-quality hosting solutions make him an invaluable asset to any organization.

Prior to Metisentry being acquired by Easy On Net, I had worked with Gary routinely for 6 years in my role as CEO, and was always impressed with his work ethic and commitment to results: I have no doubt that Gary will bring the same level of excellence and commitment to any future endeavor. Please feel free to contact me if you need any further information.

Sincerely,
Marling Engle
Former CEO, Metisentry
mengle@saasfactory.capital (current email)
17 S. Main St., Suite 200, Akron, OH 44308

Education

Computer Science and Civil Engineering

1987 to 1991

CBU

Sydney, NS, Canada

Customer References

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