# Brett Dikeman

Cambridge, MA



Software Proficiencies Core competencies

Linux (Debian & Ubuntu, Redhat/CentOS, Arch), Mac OS X, OpenSolaris/OpenIndiana, Windows 95 7

Mail delivery (Dovecot, Postfix, Sendmail, Spamassassin, DKIM/SPF)

Data storage (Linux md & LVM, btrfs, ZFS); experience in <50TB environs

File service (NFS, Netatalk, Samba) Virtualization (QEMU/KVM, VirtualBox) Web service (Apache, NGINX, Lighttpd) and applications (MediaWiki, OwnCloud) Backups (Crashplan ProE); Monitoring (Nagios, Munin); Networking (pfSense, dd-wrt,

OpenWRT)

Miscelaneous: LibreOffice, Microsoft Office, Adobe Creative Suite, Aperture, Lightroom

Basic knowledge

Cisco CatOS, OpenSWAN, Legato Networker, OpenLDAP, certificate authority setup, LETEX

HARDWARE PROFICIENCIES

PC assembly/upgrades; repair of Apple desktop and portable computers up to 2009; Supermicro, Hewlett-Packard Proliant and Dell PowerEdge servers; HP MSL tape libraries; Apple Xraid, 3ware, Dell, and Supermicro storage chassis

## Professional Experience

#### Harvard Medical School, Boston, MA

System Administrator

OCTOBER 2007-APRIL 2014

- Plan, purchase, deploy, and maintain 30 Linux, Windows, MacOS X, and Solaris servers providing backup, email, file, and web services for a department of 250 users
- Second-tier support for major or complicated end-user support issues
- \* Adovate and liason for researchers with school IT department
- \* Advised Polonator team on Linux system administration and deployment for two embedded Linux servers in an open-source DNA sequencing machine.

Substantially increased reliability and performance of email services, pioneered deploying a department-wide desktop backup system, introduced performance monitoring and alerting, substantial migrations off EoL hardware/software, and deployed a virtualization system to meet internal needs and provide researchers with personal linux servers

## Massachusetts General Hospital, CMIR Boston, MA

Systems Manager

January 2007–October 2007

- Linux administration of web-based Laboratory and Imaging Management System
- Desktop support for 100 researchers and staff scientists
- Adovcate and liason with hospital IT department for researchers

## Mullen Advertising, Wenham, MA

Senior IT Technician

May 2004-February 2005

 Expert-level desktop support and troubleshooting for 300 business and creative MacOS users

- Responsible for refining a company-wide standard install image and migrating users between personal computers
- Deployed a purchased-but-unused management tool (Apple Remote Desktop) and scripted fixes to recurring, time-consuming company-wide issues

#### CLIENTS

8z

PAST EMPLOYERS

- Charles DeTar on-call support for production websites on 6 Linux virtual servers
- \* Mark Ehrman personal IT support and advising, data recovery, evidence collection
- \* Bitpipe Linux administration and desktop support
- iClick
   Linux and network administration
- \* BorisFX one-person IT department for 45 user software company

VOLUNTEER POSITIONS

President and Director, Pirateship (Coworking/Hackerspace)
Organizer and Presenter, Barcamp Boston (Unconference)
Dockmaster; Coach, Boston Dragonboat Festival

2013—PRESENT

2015

2009-PRESENT

Director, North Atlantic Audi Club

#### EDUCATION

## Beloit College, Beloit, Wisconsin

- Classes in computer science, physics, and theatre lighting design
- Employed by the College as a network support technician and then lab administrator for the Math/CS department

Boston College, Boston, Massachusetts

♦ Classes in C++ programming and Calculus

Northeastern, Boston, Massachusetts

Classes in Economics

ACTIVITIES & INTERESTS

Cycling, Partner acrobatics, Photography