

## ***Desmond Penny***

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Hannover Street East  
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Mobile: 087 7546 755  
Email: despenny@gmail.com  
Nationality: Irish (Australian Citizen)

Education:	2002–2007	NUI, Maynooth, Kildare, Ireland BSc Computer Science and Software Engineering
	1996–2002	Hartstown Community School, Dublin, Ireland Leaving Certificate 2002

Additional Training:	AWS Certified DevOps Professional
	AWS Certified in SysOps
	Cisco Certified Network Associate (CCNA)
	Certified Extreme Networks Associate (ENA)
	CCNP course at ITIC.
	Linux administration course at UTS.
	Python Dev course at <a href="http://www.thinkful.com">www.thinkful.com</a>

Github: <https://github.com/DesPenny>

Profile:	<p>I have been working in I.T since 2004. During my time, I've worked in various areas mainly support, systems/network administration and DevOps. I've dealt with people from all backgrounds, be they directors, clients or vendor representatives and I pride myself on customer service. I believe rapport and people skills are just as important as technical capabilities. In saying that, I strive to better myself and remain up to date with technologies.</p>
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<https://www.linkedin.com/in/despenny/>

**Career History:**

Mar '17 – Present      **Ematic Solutions**  
Snr DevOps Engineer

I'm currently migrating and rearchitecting systems from Linode to AWS. We utilise Docker heavily and have about 90% of the applications dockerized. As part of the migration I'm currently writing the Infrastructure as code using terraform and ansible. I assist developers, testers and machine learning specialists from all over the world and the codebase includes java, php, node, angular and some python.

June '16 – Oct '16      **Arria NLG**  
DevOps Engineer

My role at Arria was to build the infrastructure from scratch for two SaaS products for beta launch that utilised their NLG technologies. Being the sole DevOps person I had to not only work closely with the developers but also make the decisions on how to design the applications to make sure they are highly available and scalable and yet cost efficient.

Oct '15 – June '16      **AussieBum**  
Systems Administrator

A much smaller infrastructure here but started to incorporate best practices from the ground up. Delving further into more of DevOps, I've created the AussieBum UAT environments in AWS and built the deployment pipelines using bamboo cloud incorporating unit and acceptance tests.

April '13 – Oct '15      **RedBalloon**  
Systems Administrator

One of my roles here was to keep the infrastructure as cost efficient as possible. This involved an overhaul of the on premises network equipment. Also looking after the forever evolving AWS infrastructure and utilising new technologies like Docker and ECS to further reduce costs. There wasn't really a typical day but other responsibilities include tasks such as renewing ssl certs, adding regex's into varnish, assisting the development team or sorting any nagios alerts regardless of the time they may wake me and basically assuring the site and apps are up. I'd be more than happy to go into further detail during the interview process.

July '13 – April '14      **Penny Solutions**  
Owner and Consultant

I provided infrastructure support to small and medium enterprises.

July '12 – July '13      **Tango Technology**

Senior Network Engineer

This is a varied role ranging from support to project implementation and training of systems to our clients. Though I work across many technologies in order to meet our customer requirements, my main areas are focused on VoIP and Backup Solutions.

April '12 – May '12      **Sinclair Knight Merz (Secondment for 5 weeks)**

Network Administrator

This role involved providing 3<sup>rd</sup> level support within Unified Communications for the network infrastructure (cisco/extreme) and working with vendors for any outages, upgrades and projects.

Jan '09 – Jul '12      ***Sinclair Knight Merz (Permanent)***

Jul '08 – Jan '09      ***Sinclair Knight Merz (Contractor)***

IT Support Analyst

Responsible for:

- ☐ Responding to calls in ticketing system.
- ☐ Providing 2<sup>nd</sup> level support for Staff.
- ☐ Configuring and installing PC equipment, software and printers as required.
- ☐ Working with Assets register to update equipment audit.
- ☐ Responsible for the Sydney Server room.
- ☐ Installation of various engineering Applications.
- ☐ Assist with desk phones and mobiles including blackberry.
- ☐ Provide support to company site offices around NSW and Canberra.
- ☐ Backing up and restoring company data.
- ☐ Liaising with other IT teams for various projects and external companies.
- ☐ Participating in IS group project work as they arise such as the introduction of IPTel in our Sydney office.

Dec '07- May '08      ***www.MyHome.ie***

Dublin

Network Administrator

Responsible for:

- ☐ Inventory of hardware, software and licenses.
- ☐ Backups using Veritas.
- ☐ Assist in finding and logging bugs on the web site.
- ☐ Firewall configuration.
- ☐ Anti-virus and patch management using WSUS.
- ☐ Nortel telephone system.
- ☐ General maintenance and monitoring of the internal network.

2004-2007

***Arnotts Ltd.***

Dublin

Feb '07 – Dec '07

Systems/Network Administrator

Responsible for:

- ☐ Maintain, monitor & troubleshoot WAN/ISDN links for regional offices.
- ☐ Maintain, monitor & troubleshoot internal company IT services (LANs & VLANs).
- ☐ Maintaining and setting up new users on the Blackberry server.
- ☐ Setting up new tokens for the RSA Server.
- ☐ Backup Infrastructure Operations.
- ☐ Network System Availability and Support

- ☐ Day-to-Day Administration.
- ☐ Delegating Operational Tasks.
- ☐ Inducting and coaching new team members.
- ☐ Monitor and troubleshooting various network devices.
- ☐ Making recommendations for improving and expanding the infrastructure.

Projects:

- ☐ Migrating parts of the network to a different location.
- ☐ Introduced Linux machines into the company.
- ☐ Backup upgrades – Away from tapes to Tivoli.
- ☐ Set up Nagios to alert and monitor the network.
- ☐ Set up Scarab which is a web based call logging application.
- ☐ Arranging VPN connections for any promotions/expos offsite.
- ☐ Sole responsibility in setting up and monitoring the ISA Servers.
- ☐ Various security projects to assist the company becoming PCI compliant.

2004 – 2007 – Desktop Support Engineer

Responsible for:

- ☐ Backups – Arcserve & NTbackup.
- ☐ Imaging servers.
- ☐ Operational Support.
- ☐ New User Set-ups on Active Directory and Exchange.
- ☐ Maintenance Weekends.
- ☐ 1<sup>st</sup> & 2<sup>nd</sup> level support & troubleshooting for Hardware and software including Windows, Microsoft Office, Antivirus, Remote access (RSA Tokens), desktops, laptops, modems, and printers.
- ☐ Call management and escalations.
- ☐ Customer management.

**Leisure Activities:**

I enjoy football and Krav Maga, writing and reading. I also develop Python/Flask apps in my spare time.

**Referees:**

References are available on request.

**Skills Summary**

**Backup Software**

Tivoli  
Arcserve.  
NT Backup.  
Veritas  
HP Storage Data Protector Manager  
StorageCraft, Symantec

**Server OS**

Windows NT, 2000, 2003, 2008, 2012  
Windows small business server 2000/2003.  
Linux CentOS, Redhat and Suse.  
AIX  
Solaris 9.1  
Sco Unix  
Active Directory.  
Exchange 2007, 2010, 2013  
Terminal Services.

**Backup Hardware**

Compaq ESL9198 DLX Tape Library with 6  
Tape Drives.  
DAT, 15/30 & 35/70GB standalone Tape  
Drives.  
Dell 1100T  
Dell ML6000

**Server Hardware**

IBM Bladecentre  
Dell Poweredge 1850,1950,2850,2950  
Dell Power Vault MD1000  
HP DL 380 (G1 to G3).  
HP DL 385.  
HP DL 580 (G1 & G2).  
HP ML 310, 330, 350, 530  
Sun Sparc

**Network**

Cisco 3750 Switches.  
1600, 1800, 2600 Series Routers.  
Cisco VPN Client  
Extreme switches

**Firewall**

Sonicwall tz170  
Cisco ASA

**Other**

AWS  
MongoDB/MySql/Postgres  
Centurion  
Docker  
Varnish  
Git  
Cacti  
New Relic  
Slack  
Jenkins  
Digium Switchvox/Asterisk  
Nagios Administration.  
Scarab  
Spiceworks  
VMware  
WSUS  
Symantec Anti-Virus.  
Snort  
Solarwinds  
Zabbix  
Financial applications such as Bloomberg and  
Iress  
Blackberry Enterprise Server.  
Mailforexchange application  
  
DNS, DHCP, WINS & TCP/IP.  
MS Office 2003->365