

Eric Zachary Ryder
General Technologist

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Industry, Application Qualification Summary	<p>In-depth experience in customer-facing roles in systems related positions, including Oracle, SQL Server, and Sybase Database Administration; Website Design; EMC-Documentum Professional Services, Pre-Sales Engineering, System / Network Administration, and Technical Support..</p> <p>Strong verbal, written, and troubleshooting skills.</p>
Project Experience	<ul style="list-style-type: none">• UNIX system administration, multi-tier performance tuning; database tuning and query optimization, (Oracle, SQL Server); software installations and upgrades/migrations; distributed architecture, LDAP, and UNIX shellscript programming. Also, webinar creation and delivery; technical support; training courseware design and delivery; Documentum architecture, and infrastructure planning and implementation.
Recent Projects	<ul style="list-style-type: none">• PG&E: Part of Infrastructure Team responsible for design, install, and tuning of Dev, Test, QA, and Production environments utilizing Documentum Content Server 6.7 SP1 stack, Oracle 11, RedHat, LDAP, SiteMinder, Apache, xPlore 1.2, High Availability, Load Balancing, and Disaster Recovery.• Discover Financial Services: Designed and implemented a major upgrade and migration of 800 million object, Oracle 11, repository from Solaris to RHEL, while minimizing down-time to one weekend.• FDIC and GSA: Performed thorough analysis of the entire enterprise deployment to quantify improvements for performance and overall usability. (Healthcheck)
Employers	<ul style="list-style-type: none">• Elections Systems & Software <u>Oracle Database Administrator</u> June, 2013 – Present Oracle 10/11g administration, including Dev, QA/Test, and Production support. Environment utilizes ASM, RAC, and Advanced Replication.• Reveille Software <u>Documentum Consultant, Sales</u> August, 2012 – May, 2013 Pre and post Sales activities, including demo's, webinars, writing marketing collateral, and implementing pilot POC's of Reveille software for Documentum.

**Academic
Background**

- **EMC-Documentum, Inc.**
Sr. Architect, Professional Services
March, 2001 – May, 2012

Performance tuning, repository database design, capacity planning, server-side systems architecture for Linux, UNIX, and Windows OS. Load balancing design, distributed content architecture, upgrade planning and implementation for high volume 24x7 enterprise repositories, data migration planning and implementation, enterprise-wide implementation health-check, focused on Oracle and SQL Server.
- **gForce, Inc.**
Director, Professional Services
October, 1999 – March, 2001

Built a team of 12 consultants to implement web-based training software solution to Fortune 500 companies. This was a startup company, so many hats were worn; Customer Support; pre-Sales and Services Support, installations, upgrades, troubleshooting, QA, etcetera.
- **EMC-Documentum, Inc.**
Technical Support Engineer
March, 1995 – October, 1999

Specialized in UNIX related support calls, as well as other server issues related to upgrades, performance, installs, etcetera.
- **University of California Berkeley** (extension). Technical marketing for Application Engineers, UNIX shell programming, Visual Basic Programming, (4.0).

Other Courses: Oracle Performance Tuning, Technical Fundamentals for Documentum, Documentum System Administration I and II, Sun Microsystems: Advanced Systems Administration. Dan McBride Sales Seminars. Xerox: Leadership Through Quality; various courses in management, programming, and sales. Documentum: Web Customization, System Administration, Application Development.

References and more detailed information available online at <http://ryderez.com/consulting>