

**Erin M. Maxwell**  
Sunnyvale, California  
(408) 368-4500  
<emst@gmx.us>

### **Highlights**

AWS Certified Solutions Architect, Google Certified Cloud Engineer, I.T. manager, DevOps Specialist, and Linux/UNIX Systems Administrator with nearly 20 years experience and a broad range of expertise. Web services, SAN storage, datacenter management and design, and hardware/software vendor relations round out my skills.

### **Taos (Mar 2018 – April 2019)**

- In addition to the Practice Fusion Linux and DevOps role below, I have attended a rigorous training program – Taos Bootcamp Emerging Talent Program – through Taos. My focus in this training has been to acquire hands on experience with cloud service providers (AWS and Google), as well as DevOps tools and methodologies.

### **Practice Fusion / Allscripts – Linux and DevOps (Taos Assignment, Mar 2018 – April 2019)**

- Architecture design, deployment, and administration of NetApp's new AWS-based cloud storage solution, NetApp Cloud Volumes ONTAP. Worked directly with lead product engineers from NetApp.
- Administration, troubleshooting, maintenance of a clustered VMware environment with about 200 virtual machines backed by NetApp, EMC, and Compellent storage.
- Migration of on-premise NetApp and Data Domain storage to NetApp Cloud Volumes ONTAP and AWS-based file shares.
- Administration, upgrades, troubleshooting of NetApp FAS-series and Data Domain storage systems, including disk and volume management as well as system upgrades.
- Patch management and task automation using Rundeck, bash shell, Ansible and Chef.
- Deployment and administration of monitoring and alerting systems: Prometheus and Nagios.

### **BT Americas Senior Systems Administrator / I.T. Manager (Dec 2012 – April 2017)**

- Managed a 3-person I.T. team to handle systems, storage, and network issues.
- Worked with in house engineers as well as third-party vendors to develop and host our customer-facing security event management portal.
- Responsible for Dell- and HP-based VMware vsphere backend with EMC VNX-series SAN storage at our data centers in San Francisco, Virginia (DC area), UK, and France.
- General project management for I.T. platform team to ensure deadlines are met and services are available.
- Hands-on systems administration and troubleshooting of hardware, operating system, and storage backend.

### **BlackArrow Senior Systems Engineer (Mar 2009 - Dec 2012)**

- Redesigned internal DNS to reflect best practices.
- Managed VMware infrastructure using ESX(i) server and vCenter.
- Successfully led project to upgrade ESX servers from v3 to vSphere 4.
- Storage management on NetApp NAS products.
- Troubleshooting and support for all types of server issues.
- Install and configure operating systems (RedHat, CentOS), recommend best-practice based on industry standards for deployment.
- Provide documentation on systems and procedures, including troubleshooting tips.
- Quickly resolve customer tickets.

- Participated in all stages of a data center relocation project from planning to successful execution.
- Worked closely with product developers, QA and Release Engineering.

#### **Taos (Sep 2006 – Mar 2009)**

- Apple Computer – Product Design Group Support (6 month contract). Programming in Perl for ticket handling system, task automation, migrating HP-UX to MacOS and Linux.
- Apple Computer – Enterprise Security Specialist (6 month contract). Reviewed change requests and service requests for compliance with corporate security policy. Auditing of firewall rule sets in switch/router ACLs. Verify Sarbanes-Oxley compliance by reviewing access controls, logging, system and service monitoring.
- Polycom – Senior Unix/Storage Administrator (6 month contract). Support to mission-critical systems and troubleshooting. Architect, install, maintain production systems and EMC SAN storage. Project management, documentation, training operations staff. Performance monitoring, capacity planning, support internet/customer-facing services (SMTP, FTP, Web).
- Yahoo! - Senior Unix Administrator (2 month contract). Support FreeBSD-based Apache web servers. Build/test/deploy new high-volume BIND DNS servers.
- BlackArrow – Senior Unix Administrator (3 month contract). Managed multiple customer-specific production, development, and staging environments (RHEL). Design metrics and approaches for monitoring performance, availability, and resource usage. Document and update procedures and processes.
- NetApp – Unix Build Engineer (5 month contract). Assess requirements for infrastructure; build/deploy based on those requirements. Work with vendors on hardware procurement. Identify risks and single points of failure in architecture design stage.

#### **LURHQ/Secureworks, Lombard, IL Security Analyst (3/2006 – 9/2006)**

- Analyzed network traffic from customer networks using proprietary software/hardware
- Employed tools such as tcpdump, Ethereal, Snort, and Nessus to detect intrusion attempts, worm/virus outbreaks, and network/firewall configuration problems
- Supported Fedora/RedHat Linux and MySQL database servers installed on Dell hardware, both locally and remotely, including customer sites
- Assisted in build-out of new SOC (Secure Operations Center) in Lombard, IL by installing workstations/servers, running wire, testing connectivity and various other tasks as required

#### **Physicians' Service Center, Inc. Lombard, IL Systems Administrator (6/2005 - 3/2006)**

- Provided consultation on network security, disaster recovery and assisted in bringing systems up to spec with healthcare information privacy requirements (HIPAA)
- Configured and maintained Veritas Backup Exec and CA BrightStor to manage server backup/recovery
- Used Open Source software solutions to implement a helpdesk trouble-ticket database
- Handled all aspects of server and network performance management and tuning.
- Scripting/programming in Unix shell, Perl, and C/C++ for database interface, file format conversions and task automation
- Provided technical support/helpdesk for end user problem resolution

#### **SPSS, Inc., Chicago IL Systems Engineer (Dec 2000 – Feb 2005)**

- Operated as the chief Unix systems administrator supporting a range of systems including Sun Solaris, Linux, FreeBSD, AIX, HP-UX
- Managed system architecture design, implementation, and support based on requirements for Product Development, QA, Database Admins and management
- Managed Veritas-based SAN environments from MTI (now owned by EMC)

- Responsible for creating and managing documentation for network, systems and change management
- Worked on backup/restore, disaster recovery projects and Sarbanes-Oxley compliance issues
- Supported all levels of network infrastructure, including Cisco routers and switches, Internet servers (DNS, Mail, FTP, Web) and internal intranet and development servers

**Physicians' Service Center, Inc. Lombard, IL Systems Administrator (Aug 1998 – Dec 2000)**

- Programming in Perl and C to for data file processing, database interface, automation tasks
- Engineered a file transfer system from scratch to enable our clients to easily and securely transfer data to our servers
- Created and maintained documentation on operations and procedures for the data center.
- Handled server and network performance management and tuning on Unix, NT, Windows 9x desktops.
- Provided sole technical support at all levels

**Core Technical Competencies**

**OS:** Red Hat and CentOS Linux, FreeBSD, Solaris, Mac OS X, AIX, HP-UX

**Scripting/Programming:** Perl, Unix Shell, C

**Data Storage:** EMC SAN, Powerpath, Unisphere, NetApp NAS

**Education & Certifications**

- Computer Science/Systems Programmer at College of DuPage, Glen Ellyn, IL.
- SANS Institute "SANS Great Lakes 2002" Intrusion Detection In Depth (track 3) class (June 2002).
- Amazon AWS Certified Solutions Architect since May 2019.
- Google Certified Cloud Engineer since June 2019.