

Application Production Support Engineer Application Production Support Engineer Senior Systems Administrator / Linux / Windows / Mac Rohnert Park, CA Authorized to work in the US for any employer Work Experience Application Production Support Engineer American AgCredit (as a contractor with Kavaliro) - Santa Rosa, CA November 2018 to January 2019 Supported in-house and custom applications as well as vendor supplied banking applications for the largest single provider of credit to American agriculture through the nationwide Farm Credit System. Participated in daily scrum meetings and worked directly with the development team and the end users to ensure that requirements are met in an Agile CI/CD environment. Managed ServiceNow ticket queue and Okta single sign-on client applications. Sr. Systems Administrator Kibo Software - Petaluma, CA 2015 to January 2018 Provisioned AWS EC2 instances in Amazon Web Services cloud, along with RDS, Route53, and S3. Linux administration of AWS EC2 instances with Amazon AMI and Puppet in a Managed Services environment. Apache (httpd) and MySQL administration with RDS databases and Tomcat application server for a proprietary e-commerce application and hosting of customer websites.. Sr. Systems Administrator Enphase Energy, Inc - Petaluma, CA 2010 to 2015 Hired as the first systems administrator during a period of substantial growth, which included supporting multiple operating systems and hardware, networking devices including VPN, firewalls and switches. Installed, configured and supported Windows and Linux servers, including Active Directory authentication for Linux servers via Samba and Winbind. Supported all departments including Engineering, Sales, Marketing, Manufacturing, and Customer Support. Support for Apple MacBooks with latest versions of OS X and Active Directory Integration. Google Apps enterprise support Configured, installed, and updated Bugzilla and SVN installations. Configured an SMTP relay server and clients with Postfix. Backed up MySQL databases with mysqldump, Bash scripting, and CRON jobs. Installed and configured a Red Hat installation server for network installation of servers. Configured IP-based Avocent KVMs and APC PDUs for remote support. Installed virtual machines (VMs) using VMWare ESXi and Virtualbox. Supported remote users using VNC to run engineering applications remotely on Linux servers. Managed FlexLM license servers. Managed SSL certificate purchasing, renewals, and installations. Managed domain name purchasing,

renewals, and DNS records. Assisted in designing new server room and managed outside vendors as the company moved into larger facilities and became a public company through an IPO. Researched, selected, & managed vendors for network cabling. Sr. Unix Administrator Teknovus, Inc - Petaluma, CA 2006 to 2010 Installed, configured and supported Unix and Linux file and application servers Architected and administered NIS directory service protocol to centralize user account and host information for the Engineering Linux environment. Drafted documentation of all configurations and installations, as well as user-support documents, policies, procedures and customer audits for the IT department. Responsible for 24/7 uptime and monitoring of 50 enterprise class Linux and Windows servers. Configured, installed, and monitored layer 3 switches, including VLANS for corporate use worldwide. Installed, configured and supported VPN devices and routers, deployed in worldwide locations for user remote access as well as encrypted site-to-site connectivity. Designed and deployed a policy and configuration management system in collaboration with the using Cfengine and Kickstart for a consistent development environment. Installed, configured and supported 32 and 64-bit Red Hat Linux workstations and servers, using Cfengine and Kickstart. Installed and configured Solaris Unix workstations and servers. Designed, configured, and supported BIND DNS and DHCP services. Designed and configured a FlexLM license manager triad solution to provide a high-level uptime development environment. Installed and configured Windows servers, laptops, and desktops, including Active Directory, Terminal Services, file sharing, and permissions Responsible for Linux and Windows administration and support, including scripting of various tasks to streamline administrative functions and automate system management. Researched, selected, and deployed open source KnowledgeTree Document Management System to manage corporate documents, workflow, and collaboration. Researched, selected, and deployed Confluence corporate Wiki software to allow for collaboration. Participated in the interview, selection process, and management of new employees and contractors. Developed and supported a remote access X Window solution using Linux remote access servers including Graphon GoGlobal and Hummingbird Exceed onDemand. Configured a secure internal SMTP relay to address engineering application needs. Installed, configured and monitored Nagios and MRTG

for network devices and links, to ensure the highest level of availability. Configured and administered Perforce Software Configuration Management System. Installed, configured and supported SQL databases, including import, export, and backup of data on MySQL and Microsoft SQL Server. Responsible for backups of all systems via CA ARCserve and shell scripts. Primary support contact for Shanghai branch office, also providing technical support to other worldwide locations including Mansfield, MA., Tokyo, Seoul, and San Jose, CA. Administered and supported Microsoft Exchange e-mail servers, including end-user documentation and migration from a POP3 mail server to Exchange, and DNS management. Responsible for administration of corporate website and FTP site, including DNS records and hosting. Researched and advised selection of new technologies on both department and company-wide levels. Installed Engineering department applications in the Linux environment. Interviewed, selected, and supervised other department employees and vendors, as technical lead.

Systems Administrator Medtronic Inc - Santa Rosa, CA  
2005 to 2006 x86 Server Team Responded to service requests using Mercury IT Governance software (Kintana). Increased user disk space quotas using Veritas StorageCentral (now Storage Exec) and Microsoft Windows Disk Quotas. Remote administration of Windows 2000 and Windows 2003 servers using Windows Terminal Services and Remote Desktop, as well as HP/Compaq Integrated Lights-Out (iLO) remote interface boards and VNC. Backup and restore of user data with Veritas NetBackup and StorageTek tape libraries. Creation and administration of permissions on folders using active directory and group policy. Rack mount and cable HP/Compaq Proliant servers, and image using Symantec Ghost.

Spam Administrator Fireman's Fund Insurance - Novato, CA  
2005 to 2005 Served as the lead contact for the Spam Gateway support and maintenance group by providing end user / help desk support, and replied to end users' requests and questions. Maintained customized rules for blocking and unblocking emails. Reviewed emails with images and blocked words and released false positives to end-users. Worked with Lotus Notes team to troubleshoot and resolve mail issues. Reviewed, resolved, and updated, open tickets and opened appropriate tickets with spam infrastructure vendor MessageLabs. Reviewed Whitelist and Blacklist requests, worked with Security group for approval, and updated appropriate list. Worked with

end-users to extract header information from the email and analyzed for spam related information. Modified filter settings to meet the business, security, and policy requirements. Systems Administrator ABD Insurance and Financial Services, Inc - Petaluma, CA 2004 to 2005 Individually responsible for entire support of North Bay branch office, including approximately 80 Windows 2000 Dell desktops and laptops. Support and administration of Windows 2003, 2000 and NT HP and Dell servers running DHCP, DNS, and WINS services. Backup and recovery support using ArcServe 2000 and DLT tape drives. Configuration of new Windows 2000 Dell desktops and laptops. Administration and support of RRAS and VPN servers and clients. Support and administration of voicemail and phonesystem, including move/add/changes and physical punch-down of phone lines. Installation, configuration and administration of BlackBerry devices and Palm PDAs. Network Administrator Clover Stornetta Farms, Inc - Petaluma, CA 2003 to 2004 Researched, selected, and managed vendors during migration to VoIP Phone system. Support and administration of Avaya IP Office VoIP phone system. Upgraded entire network infrastructure, including migration to Windows 2000 desktops and Cisco routers and switches, and Check Point firewall / VPN appliances, including design and implementation of new WAN with Cisco routers. Termination and certification of Cat5e ethernet drops with Fluke DSP-4300 Digital CableAnalyzers. Installed, configured, and monitored MRTG and WhatsUp Gold to monitor entire network. Desktop support and installation of 40 Windows 2000 IBM PCs and Windows 2000 IBM servers. Installation and configuration of Nextel-enabled BlackBerry devices and Palm PDAs as well as Linux Sharp Zaurus PDAs. System administration of Linux webservers and databases for Intranet and Internet sites. Installed and administered Linux-based servers running DNS, DHCP, Apache, Samba and FTP, including installation on an IBM AS/400. PHP Programmer / Systems Administrator Nu-Designs Web Development - Santa Rosa, CA 2002 to 2002 Development and programming of database-intensive website, including e-commerce, and shopping cart capabilities in PHP and PostgreSQL. Programmed scripts in PHP and BASH to access and manipulate and populate data within PostgreSQL databases. Created and maintained various databases, tables, and data for various uses within the website, as well as administration uses for the customer. Webmaster duties,

including system administration of Linux web servers and databases. Systems Administrator / Network Administrator Mahi Networks, Inc - Petaluma, CA 2000 to 2001 Installed & supported a network of over 300 customized Redhat Linux workstations. Supported Sun Solaris workstations and servers. Responsible for network support, including support, configuration and administration of Windows NT and 2000 Compaq desktops, laptops, and servers, during a period of substantial growth for the company. Supported remote access applications, including NT RAS and Cisco VPN, as well as WAN to remote offices. Configured client-side VPN connections over DSL and dialup. Supported SQL 2000 databases for Intranet/Extranet and Internal Applications. Managed selection and transition of web hosting from shared hosting to managed servers at an industry leader, including all technical aspects and administrative negotiations. Software Engineer - Web Applications Mattel Interactive - Novato, CA 1999 to 2000 Participated in merging of two high-traffic web sites, using IIS, SQL Server, ASP, VBScript and Javascript (client and server-side) to create a high-traffic website, including interaction with industry leading CD-based software products. Developed new features for website, including registration and forums sections, and implemented search capabilities with SQL Server Full-Text Indexing. Created and maintained SQL 6.5 and SQL 7.0 databases and data. Supported corporate web sites, and performed Webmaster duties, including interaction with corporate e-commerce site and support of Netscape & UNIX/Apache-based sites for Broderbund, Mindscape, and The Learning Company brands. Web Developer Tavolo, Inc - San Rafael, CA 1999 to 1999 Participated in development of an online shopping / e-commerce site, specializing in Specialty Foods, Gourmet Kitchenware, Recipes and Shopping. Developed dynamic and static web pages using HTML, ColdFusion, and SQL Server. Integrated structure and content changes on entire site to create a new brand, resulting in a name change from DigitalChef.com, and an eventual acquisition by Amazon.com. Information Systems Manager / Systems Administrator Enterprise Events Group, Inc - San Rafael, CA 1999 to 1999 Managed Information Systems and Web Development employees, and project timelines. Developed and interfaced web sites to existing FileMaker Pro and SQL Server databases, for event registration, management and planning. Installed, configured, and administered Microsoft

Exchange Server 5.5, including Outlook Web Access. Administration of entire corporate network, including Windows, Sun Solaris, and Linux web servers, mail servers, and FTP servers, as well as phone and voicemail system. Supported approximately 60 Windows 95 and Windows 98 Dell workstations. Engineering Information Systems Technician / Systems Administrator Advanced Fibre Communications, Inc - Petaluma, CA 1996 to 1999 Administration of corporate network, including Windows, Linux, and Sun Solaris servers. Support of corporate LAN, including network infrastructure hardware and software. Installation, configuration, and troubleshooting of Windows 95/98 and Windows NT Dell, HP, and Compaq workstations, as well as Windows NT Server, for the Advanced R&D and Engineering departments. Responsible for the security and recovery of highly sensitive data. On-site support for Windows NT/9X/3.X, and MS-DOS based desktop and laptop PCs. Configuration and support of dial-up networking, Remote Access Server, and various software tools (including configuration/migration of Microsoft Outlook and Exchange during company-wide migration from Lotus cc:mail). Adds, moves and changes to phone system including voicemail administration and physical punchdown of phone lines. Technical Service Engineer Provided telephone and field technical support for a Next-Generation Digital Loop Carrier in a fast-paced, fast-growing telecom "startup" company atmosphere. Maintained, supported, designed, and implemented Digital Loop Carrier equipment, providing POTS and other services throughout the company's 5-building campus. Maintained Technical Assistance Center during a period of substantial growth. Interacted with all areas of corporation, including AR&D, Engineering, Manufacturing, Information Technologies, Corporate Management, and Finance. Education A.S. in Computer Science Santa Rosa Junior College - Santa Rosa, CA Skills LINUX (10+ years), DATABASES (10+ years), VPN (10+ years), MYSQL (10+ years), DNS (10+ years), Vmware, System Administrator, Active Directory, System Admin, Red Hat Additional Information TECHNICAL QUALIFICATIONS: Databases: Access, MySQL, PostgreSQL, SQL Server Firewalls/Routers/Switches: Cisco, Netgear, 3COM, SonicWALL, Dell, Enterasys, Apple Airport, Checkpoint Languages: Applescript, ASP, Basic, HTML, JavaScript, Pascal, PHP, SQL, VBScript Mail Servers: Microsoft Exchange and Outlook, Lotus Notes and Domino, Sendmail, Postfix Mobile:

Android, Apple iOS (iPhone) Operating Systems: DOS, Linux, CentOS, Red Hat, Fedora, SuSE, Ubuntu, Windows XP, 7, 2003 and 2008 Server, MacOS, Mac OS X, OSX, Unix Software: ArcServe, BackupExec, Basecamp, Big Brother, Bugzilla, Cacti, Cfengine, ColdFusion, Confluence, Dell DRAC, Dreamweaver, Google Docs (Apps), Git, HP Systems Insight Manager, Illustrator, IPA, ISPCONFIG, JAMF JSS Casper Suite, Jenkins, Kickstart, KnowledgeTree, McAfee VirusScan, MediaWiki, Microsoft Operations Manager, MRTG, Nagios, Netbackup, Office, Perforce, ProFTP, Photoshop, Puppet, Remedy, Remote Desktop, Serena, Symantec Ghost, Symantec Norton AntiVirus, SolarWinds, Splunk, Subversion, Symantec Endpoint Protection, Terminal Services, Tivoli Storage Manager, Subversion, Tomcat, Trend Micro OfficeScan, VirtualBox, Visual Studio, Visual SourceSafe, VMWare ESXi, VNC, WhatsUp Gold, Zabbix Storage: EMC, Network Appliance (Netapp) Technologies: AD (Active Directory), AWS, Azure, Bash, Blog, Build, Cron, DHCP, DMZ, DNS (Windows & BIND), Domain name registration (gTLD, ccTLD), EC2, FlexLM, FTP, Kickstart, KVM, LAMP, NIS, ODBC, RDP, RDS, Route53, S3, SCP, SFTP, Samba, SMS, SMTP, SSH, SSL, SVN, TCP/IP, VPC, VPN, Wiki, Winbind, Wireless Web Servers: Apache, Internet Information Server (IIS), Netscape

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