

Bradford Clark

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Summary of Qualifications

Takes ownership of problems and sees them through to resolution. I'd rather automate something than repeat the same task over and over. I love monitoring and metrics and using data to make smart decisions. I find performance work and capacity planning especially interesting. I work well both on teams and alone.

Experience

Acquia, Inc. (Boston, MA) – Customer Site Reliability Engineer 8/2014 – Present

- Dedicated operations resource for large enterprise customer
- Maintain High Availability Infrastructure for customer sites & ensure uptime during high traffic events
- Develop tools for auditing and automation
- Work in a high-touch relationship with the customer, including regular calls and on-site visits
- Function as a technical and strategic contact and partner
- Ensured site availability during some of the world's largest events, including the Olympics, the Superbowl, and more.
- Improve platform monitoring and create auditing tools to improve stability
- Built tooling to use metrics to provide proactive notifications of pending issues before they occur

Acquia, Inc. (Boston, MA) – Cloud Systems Engineer 7/2013 – 8/2014

- Manage and maintain 8000+ Linux Systems on Amazon EC2.
- Assist in redesign of monitoring system to accommodate 10,000+ systems and 300,000+ services
- Develop command line tool in Ruby for automating ticket creation in ZenDesk and Jira.
- Created a standardized development environment using Vagrant
- Maintain Highly Available LAMP infrastructure for Acquia Hosting
- Troubleshoot, maintain and create configuration files for Varnish
- others for performance and monitoring

PlumChoice, Inc. (Lowell, MA) – Linux Systems Administrator 10/2011 – 7/2013

- Linux System Administration, including configuration and security updates for Red Hat, CentOS, and Ubuntu Servers
- Configured and deployed network monitoring across multiple sites worldwide (150+ servers running 800+ services)
- Use of tools like Nagios, Icinga, Orion, Splunk, Logstash, rrdtool, and others for performance and monitoring
- Wrote scripts using bash/perl/python for system tasks and customer monitoring plugins
- System Administration of internal chat server using Isode M-Link on Red Hat Enterprise
- Configuration and deployment of Linux and Windows servers, both physical and virtual (VMWare ESX & VCenter)
- Deployed F5 Big-IP LTM for load balancing, reverse proxy, and SSL offloading
- Deployed F5 Big-IP ASM Web Application Firewall for application security
- Windows System Administration, including User, Group Policy, DNS management in Active Directory
- Act as company Security Administrator, responsible for many parts of PCI-DSS compliance including File Integrity Monitoring (OSSEC), Vulnerability scanning (Qualys), assist in writing policies, review all security incidents
- Co-Wrote and deployed customer reporting REST API on Amazon EC2 using Node.js and Nginx

PlumChoice, Inc. (Lowell, MA) – IT Infrastructure Consultant 02/2011 – 10/2011

- Configuration and deployment of PC cloning and imaging solution using Clonezilla and DRBL on Debian Linux
- Configuration and support of Windows and Macintosh OS X systems

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- Configuration and support of Thin Clients in a Citrix environment
- Provided desktop support to over 700 users, both internal and remote
- Assisted in design and implementation of escalation procedures for operations to development
- Advanced troubleshooting of undocumented issues

Sophos (Burlington, MA) - Technical Support Engineer

07/2010 - 01/2011

- Provided technical support for the SafeGuard line of encryption software for a variety of clients
- Advanced troubleshooting of undocumented issues
- Assist Global Escalations and development with testing and reproducing bugs
- Provided customers with SQL and VB scripts based on specific needs to supplement software functionality
- Developed support tools and procedures for new products, and migrated existing tools to work with new products
- Worked to discover and resolve bugs and defects
- Completed a variety of testing daily on both physical and virtual machines in order to re-create and resolve customer issues
- Assisted with implementation of enterprise level software solutions in both extremely large (20,000+) and small (single stand-alone workstation) environments

Constant Contact (Waltham, MA) - Tier II Technical Support

10/2008 - 06/2009

- Provided second tier technical support to users and acted as a gateway between customers and engineering department
- Advanced troubleshooting of undocumented issues
- Assist QA and engineering by testing products before live release by reproducing and troubleshooting both new and undocumented issues, and escalating when needed through ClearQuest ticketing system
- Provided internal technical support to Tier I representatives via live chat
- Handle technical escalations submitted by Tier I customer support through RightNow ticketing system
- Create training materials for new hires and instruct them in a classroom environment
- Worked with engineering and QA to create and implement statistical tracking system for on-going defects that helped to narrow down and eliminate multiple customer issues
- Tracking and escalation of potential security risks
- Assist mail operations and deliverability team in resolving blocking issues and preventing other delivery problems
- Created web-based interface for Tier I representatives to view current issues and troubleshooting steps
- Solely responsible for the majority of Mac/OS X troubleshooting
- Designed Mac/OS X support training curriculum

Constant Contact (Waltham, MA) - Tier I Technical Support

05/2008 - 10/2008

- Provided first tier technical support to users of our web-based SaaS application via phone, email, and live chat
- Minor web programming (html/xhtml/css)
- Troubleshoot and solve both new and undocumented problems
- Document solutions to new problems and update documentation on existing issues (Customer FAQs and Internal Knowledgebase)
- Handle product inquiries from new and existing customers, including feature requests
- Assist both Tier I and Tier II support with troubleshooting issues on Mac OS X based systems

Larry's Comics (Lowell, MA) - IT/Web & Graphic Design

06/1999 - 05/2012

- Provide all levels of IT/helpdesk support, including network design, system maintenance and troubleshooting and diagnosis of issues
- Web server configuration and maintenance. Web design and online storefront programming.
- Create and manage customer database for both traditional and email marketing using Microsoft Access

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Relevant Skills

Core: Linux, Bash, Ruby, HTML, CSS, Nagios, Apache, Nginx,

Dabble: Python, Perl, Puppet, Vagrant, Varnish, node.js, MySQL, PostgreSQL, Graphite, OSSEC, Logstash

OS: Linux (Ubuntu, CentOS/Redhat, Debian), OSX, Windows Server

Cloud: AWS EC2, Heroku, Digital Ocean

Customer Service: Excellent Oral and Written Communication skills; End-User and Internal support and training; Advanced Troubleshooting skills; Highly Organized and Detail Oriented;

Education

Worcester Polytechnic Institute (Worcester, MA) - <u>CS/MIS</u>	08/2001 - 04/2002
University of Massachusetts - Lowell (Lowell, MA) - <u>MIS/Business</u>	09/2002 - 05/2003
Middlesex Community College (Lowell, MA) - MIS/Business	09/2003 - 12/2006