Phillip Pollard

50 North Willard Ave • San Jose, CA 95126 • 408.747.7767 • phil@crescendo.net

Objective:

A position that leverages my virtualization, systems administrator and software engineering backgrounds, and allows for the further development of creative skills and learning of new technologies.

Skills:

VMware:
> vSphere (3.x-5.x), vCloud Director (1.0-1.5), vCenter, Lab Manager, vBlock hardware
> Familiar: vShield, vCOPS, Nexus 1000v
> Author of: VMware::API::LabManager, VMware::vCloud

Platform OS:
> Linux (Kernel: 1.9.100-3.x); Distributions: RedHat/CentOs, Mandriva (Mandrake), LFS, Debian, Unbutu, DSL, SuSE, Yellow Dog, Slackware, etc), MacOS (6.0-10.8.1), Windows (3.x – 7), Solaris (2.6-2.8)
> Familiar: HP/UX, Digital UNIX, Vax/VMS

Languages:
> Perl (CGI, DBI, Class::DBI, OO, strict), SQL, Shell Script (sh, bash), Java, HTML (HTML, DHTML, XHTML, CSS), Powershell, PHP, C, Javascript
> Familiar: Python, Ruby, JSON, Action Script, XML, JSP, ASP

Storage systems:
> Netapp, Compellent, Onstor, LSI, EMC

Server Applications:
> Databases: MySQL, MsSQL, Sybase, Oracle, Postgres
> Unix Admin: apache httpd, sendmail, postfix, dovecot, named, ftp, nfs, LDAP, etc
> Version Control: cvs, git, svn, pcvs, rcs

Authoring applications:
> Photoshop, After Effects, Premiere, Director, Flash, SoundForge, Audacity, Deck, ProTools, DeBabelizer, Streamline, Astound

Work Experience:

Mar 2012 – present **Program Director, Virtualization Solutions Team**
TSSLink, Inc.

- Co-manage the Virtualization team with two other program directors.
- Pre-sales work: Respond to RFPs, calculate level of effort, and author statements of work.
- Manage personnel: Coordinate resources and mentor personnel.
- Handle escalations as necessary.
- Manage projects and coordinate with VARs and direct customers as necessary.
- Provide senior consultation focusing on virtualization, automation, Linux, and programing technologies.
- Author internal tools as required. Focusing on automation of repetitive tasks and standardizing proposal processes. Example: Automated level-of-effort calculation tool that sped proposal times, increased successful bids, improved bid accuracy and also increased revenue.
- Clients: Charles Schwab, One Legal, Intuit, Silicon Valley Bank, IAS, Service Source

Sep 2011 – Mar 2012 **Principal**
Crescendo Communications

- Independent consulting in VMware, virtualization, linux and datacenter automation.
- Published: VMware::vCloud on CPAN. A Perl SDK for vCloud Director
- Clients: 8x8 Inc, Kovarus

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Mar 2010 – Sep 2011 **Sr Services Specialist**
4Base Technology / CA

- Lead of the "Automation and Integration" team of professional services consultant centering on VMware and related virtualization technologies.
- Most engagements were single-person with full interaction from technical staff through senior management.
- Clients include a wide range of companies from startups to fortune 50 companies, including clients such as: eBay, Paypal, Iron Mountain, Blue Cross, WalMart, APS, Symantec/Verisign, LaFarge, etc.
- Products of focus include VMware Lab Manager and vCloud Director. Automation languages focused on Perl and PowerScript.
- Published: VMware::API::LabManager on CPAN. The most comprehensive API library available for Lab Manager.

Nov 2007 – Feb 2010 **Sr Linux Engineer**
FusionOne, Inc.

- Responsible for all customer and productions systems, maintenance of data center facilities, product installations, and general administration and troubleshooting. 12 million active users.
- Managed migration of 4.88 million users / 5 TB of data cross-country in 6 hour downtime window.
- Lead designer in cleaning existing architecture and bringing an organically-grown data center to carrier-grade and operationally capable status.
- Project managed a data-center move over 3-months concurrent with live production.
- Met a greater than 300% server growth rate with limited resources and virtualization technologies.
- Improved a 95% (estimated) annual uptime to "5 nines" (99.999%)
- Migrated environment from a mixed Solaris / RedHat 4 environment to a standardized CentOs 5 environment.
- Responsible for creating inventory control systems, implementing security protocols, implementing backup systems, providing development systems, and input of design on future products.

Nov 2006 – Jul 2007 **Systems Administrator**
Reactrix, Inc.

- Responsible for all product related computer systems, specifically a production environment, a staging environment, a QA environment, and approximately 200 systems installed in the field.
- Responsible for maintaining and improving monitoring of all aspects of production, including utilizing and extending the current system of Nagios, Cacti, and MRTG.
- System improvements include: automated image-analysis of edge system camera inputs, Raven modem identification system, automated historic frame-rate analysis, historical system problem analysis., and game-score collection
- Responsible for deployment plans, staging, and release of all software into staging and production.
- Predominant technologies used: Cent OS Linux, Apache, SSL tunneling, Mysql, etc.

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May 2006 – Nov 2006 **Sole Proprietor** (consulting)
Crescendo Communications (1996 – present)

- Systems administration and application programming for Pinogy, Inc. and related ventures.
- Designed and maintained a Perl TK based application for the maintenance of secondary animal data, including medical history, for POS product.
- Maintained an online system based on Interchange for the creation of customer websites, handling of sales, orders, and customer inventory.
- Responsible for data cleaning and matching of multiple vendor catalogs to customer data with appropriate markups, SKU changes, and customizations.

Mar 2005 – May 2006 **Chief Technical Officer**
Diamond Visuals, Inc.

- Co-designed and implemented club visualizations systems. Specifically specializing in embedded systems that produced real-time visualizations based upon analysis of audio input that included the usage of static images, video input, television input, and self rendered visual sources.
- Solely responsible for building embedded OS for high availability application. This included security lockout measures, product upgrades via encrypted CD, minimal disc access, and other product dictated constraints.
- Solely responsible for maintaining development environment for embeddable machines, code repository, QA and testing procedures, system infrastructure, and web site.

Apr 2002 – Mar 2005 **Lead Fulfillment Developer**
Health Market Science

- Functioned as a client developer to fulfill customer contracts from internal and custom coded data utilities with multiple and overlaid deadlines.
- Constructed a versioned and structured instance of the company data to be used for statistical analysis and consistent customer deliveries. Extended said data warehouse to directly support other company products via API and command-line driven interfaces.
- Instituted automated quality analysis and control of deliverables. Designed and implemented the QA toolset that for analysis of both customer input data and delivery files. Maintained historic metrics of delivery statistics for trend analysis and long-term quality metrics. Was solely responsible for data quality verification between major product releases and version changes.
- As lead developer, was responsible for screening, hiring, training and mentoring of client developers. Additionally was responsible for coordination in cross-company efforts, as well as shared programming environments.
- Organized and authored the delivery toolset of utilities for data manipulation and product fulfillment. Additionally documented and standardized existing tools for usage in client delivery.
- Collected and drafted requirements for several HMS company-wide projects, including project tracking and management, future releases of our core data management software, customer interfacing websites, and QA tools and processes.
- While lead developer, oversaw the growth of the client delivery group as production volume increased 500% and the average revenue value of each project increased 10-fold. Instituted QA metrics that resulted in a 40% increase in quality as measured by recognized issues with data deficiency.

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Apr 2001 – Apr 2002   **Sole Proprietor** (consulting)
Crescendo Communications (1996 – present)

- General technical consulting including web-design, web application design, network design, system administration, financial transaction systems and systems recovery.
- Maintain and host more than 35 domains.
- Technologies oft utilized: Perl (cgi and mod_perl), HTML, SQL, MySQL, Postgres, CVS, PHP, etc.
- Clients include: Diversified Consulting, Efirms.com, Check Recovery Systems, etc
- For the client Efirms.com, managed the design, development, and production of three-tier community oriented infoware application authored in mod_perl on a MySQL backend.

Sep 2000 – Apr 2001   **User Interface Engineer and Programmer**
Safeguard Global Services, Inc.

- Served as sole visual and UI designer for the Service View product, as well as all other products, including requirements gathering, specification, design, implementation, testing, and production.
- Produced the Service View product interface with a mix of technologies as dictated by requirements: DHTML, Flash, JavaScript, JSP, XHTML on top of a BEA Weblogic (J2EE) and Oracle engine.
- Worked closely with both marketing and programming personnel
- Utilized Perl and templating routines to simultaneously prototype and author interface changes in HTML and JSP.
- Additionally, created company Inventory Tracking system and maintained company website.

Sep 1999 – Jun 2000   **Systems Administrator**
CdNow, Inc.

- Functioned in the capacity of Systems Administrator. Primary areas of focus were operator assistance and systems monitoring.
- Developed and improved a coherent monitoring system using Perl and several open-source applications in conjunction, resulting in a drop in duplicate and unnecessary notifications, as well as response time improvement.
- Systems maintained included more than 90 live servers, mostly Sun "big iron" (Ultra 2 - E10K).
- Responsible for first line analysis and repair of all store, order, and web site related problems.

Jan 1998 – Sep 1999   **Media Engineer**
Science Applications International Corporation

- Responsible for authoring and quality control of all media deliverables for all division projects and many subcontracts.
- Deliverables include video production, audio production, web-site design, interactive CD authoring, web application design and programming, presentation enhancing, and other activities.
- Projects included a large-scale web-enhanced database and business logic programming, distributed training systems, contact logging systems, and gaming and simulation environments.
- Additionally functioned as secondary Systems Administrator on divisional and project tasks.
- Several contracts required DOD Collateral Secret and SCI Top Secret clearances.

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Education:

James Madison University (Harrisonburg, Virginia)
Bachelor of Science, Media Arts and Design (1997)

Naples American High School (Naples, Italy)
High School Diploma (1993)

Certifications:

VMware Certified Professional v4 and v5 (VCP #72212)

Member in good standing, American Federation of Musicians (local #153)

Non-Employment Positions:

Organizations:

Individual Member, Open Stack Foundation

Phi Mu Alpha Sinfonia

Music:

Sep 2012 – Present	Founding Member, Ohlone Clarinet Choir
Aug 2012 – Present	Seated Member, Ashland Chamber Music Workshop
Jun 2012 – Present	Member, Clarinet Fusion
Jan 2010 – Present	Seated Member, Livermore-Amador Symphony
Jan 2009 – Present	Board member and Concert Master, Ohlone Community Band
Nov 2007 – Present	Seated member, Ohlone Wind Orchestra
Sep 2005 – Nov 2007	Director (member of the board of directors), Seated musician Bucks County Symphony Orchestra