

# Tom Bortels

2347 Erica St

(805) 813-5436

Simi Valley, CA 93065

bortels@gmail.com

I bring decades of experience in management, programming, and operations, along with design and troubleshooting skills for businesses operating in both the cloud and private datacenters at scale. AWS, Linux, Python Automation, Scalability and Security are my focus.

## Experience

### September 2017 to November 2024 **System Reliability Engineer** for Spoken/Avaya

Spoken was acquired by Avaya in 2018.

- Migrated Avaya Aura architecture + Spoken software from private datacenter to AWS VPC and shared services - S3, ALB, Secrets Manager
- Managed access and security for multi cloud (AWS/GCP/Azure) deployments
- Custom software for user and asset life cycles, cloud administration, disaster recovery
- Provide guidance for development on cloud architecture and deployments.
- Wiz.io SME focusing on security and asset management

### 2016 to September 2017 **NCR (SaaS) Senior System Engineer**

NCR SaaS Operations division (formerly Digital Insight) as a System Engineer on the Hosting Operations team.

- Manage, maintain, and automate Active Directory, Cisco UCS, VMWare
- Powershell/Python/Ruby automation and audit scripting
- Ansible and Saltstack configuration management and remediation
- Working with NCR security and audit to harden and remediate our existing datacenters.

### 2015-2016 **Linux Foundation System Administrator**

Operations and dev for Let's Encrypt

- Sensu monitoring scripting for MySQL
- SaltStack deployment for letsencrypt.org

### 2007-2015 Digital Insight Corporation Senior Software Engineer

Digital Insight was acquired by Intuit, and later spun off to Toma Bravo then NCR Senior Software Engineer in Operations.

- F5 Viprion LTM/GTM + custom iRules development
- AWS lifecycle with account provisioning, IAM, and private to AWS migration
- AWS federated access gateway development
- Migrated legacy enterprise web services to a highly available state
- Private datacenter build-outs onsite and remote for NCR transition, designed and implemented VM infrastructure (vcenter, dns, deployment automation, vshield)

### 2003-2007 United Online Engineer

- Brought on 2003 as RADIUS SME to assist on new stack development
- Java development (radius servers)
- Application operations - JBOSS, Tomcat, Remedy, Aide

### 1995-2003 PacificNet LLC System Administrator

I was employee #5 for PacificNet, a small Southern California ISP

- Senior System Administrator and systems Design
- Designed and implemented online new customer signup and credit card processing
- Grew business from 300 customers to over 2.5 million over 8 years
- DNS and Mail for 15,000 domain names
- Provided branded services and custom web development
- Security and hardening of public internet services
- “The buck stops here” technical resource

### 1993-1995 Quarterdeck Office Systems Technical Support/Management

- Technical Support -> API Support -> Team Manager -> Floor Manager
- SME for QEMM, DesqView, DesqView/X, linux and TCP/IP networking
- Internet support via usenet comp.os.msdos.desqview and email
- API programming support for DesqView and Xwindow
- Admin internal DNS and web service
- Designed certification and training programs

## Graduate, Moorpark College

- A.S. Laser Electro-Optic Technology
- A.S. Computer Science

# Skills

Programming/Scripting	Most languages, with an emphasis on Python, Perl, Javascript (node and browser), Ruby and powershell
SCM/provisioning Services	git, terraform, docker, ansible, salt stack, AWS cli and gcloud DNS - BIND, Infoblox, unbound, route53 Web - Apache, Nginx Load Balancing - AWS ELB/ALB, F5 LTM/GTM, Haproxy mail - sendmail, postfix, AWS SES
Operating Systems	Linux - Red Hat (RHCE), Centos, Debian, Ubuntu BSD - OpenBSD and FreeBSD Windows - through server 2012
Databases	RDBMS - Oracle, mysql/mariadb NOSQL - redis, memcached, mongodb, elasticsearch
Virtualization	vmware (vsphere 5.5 and 6), docker, kvm
Security	Crypto - SSH, SSL including CA operations, client and server Firewalls - Fortigate, VCNS, FWTK, AWS Security Groups
AWS	Organizations, EC2, S3, ELB, route53, sdk, Cloudformation, API
Networking	Cisco, VMware dvswitch, VCNS and NSX
Monitoring/Logging	Splunk, rsyslog, Sensu, ES/Kibana
Certification	Red Hat Certified Engineer, RHEL6

I can share the names and contact information for my references upon request.