# Andrew Thompson

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## Summary

Driven Systems Administrator seeking a new opportunity. Strong leader with exceptional analytical and problem solving skills with the ability to work under pressure. Innovative thinker with interests in automation and scripting.

## Skills

### Hardware

* Cisco Routers: (2500)
* Switches: Cisco (Catalyst 2900, 2950), Dell (PowerConnect M6220, 6248)
* Load Balancers: F5 Big-IP, Citrix Netscalar
* Servers: Dell PowerEdge (1855, 1955, M600, M610, R900)

### Software

* Operating Systems: Microsoft Windows Desktop OS (2000, XP, Vista, 7), Microsoft Windows Server OS(2000, 2003, 2008), Linux (CentOS, Fedora, Ubuntu), VMWare ESXi 4.0 & 4.1
* Monitoring Tools: BMC Patrol, Solarwinds Orion NPM & APM, Nagios Core, Nagios XI
* Ticketing Systems: Best Practical RT, Service-now IT Service Management Suite, Kayako SupportSuite
* Application Software: Microsoft Office 2003/2007 suite, Microsoft SQL Server 2000/2005/2008, Microsoft Visio 2003/2007, Microsoft Internet Information Services(IIS), McAfee Antivirus, Hilgraeve Hyperterminal, Putty, VisionApp Remote Desktop 2010 R2, Vandyke Secure CRT, Apache HTTP Server, Apache Tomcat, Puppetlabs Puppet, Puppetlabs MCollective, VI, Nano
* Enterprise Tools: Symantec Altiris Deployment Solution 6.4/6.9
* Programming/Scripting Languages: C, C#, batch, vbs, Perl, Python, Ruby, bash

## Experience

### 38 Studios, LLC, Providence, RI

*Developer of the much anticipated title, Kingdoms of Amalur: Reckoning, released February 2012 and the in development Project Copernicus*

#### Operations Systems Administrator - November 2010 to Present

* Served as the scrum-master for the Operations crew
* Administer 250+ production servers in a private cloud environment
* Administer 300+ development/testing servers hosted on multiple ESXi servers
* Evaluated and selected monitoring software
* Implemented monitoring infrastructure that included Nagios Core, Distributed Nagios Executor (DNX) for scalability, Check\_MK for a cleaner web UI, and pnp4nagios for rrd graphs
* Designed custom tools to monitor proprietary applications
* Architected most of the puppet infrastructure used in both the production and development/testing environments
* Developed a versioned package Ubuntu package repository
* Assisted in the development of a self-service portal for updating internal testing environments
* Assisted in developing MCollective agents to manage all the internal and 3rd party applications

### Realtime Worlds, Inc., Boulder, CO

*Online video game developer of the much hyped title, All Points Bulletin, released June 2010*

#### Systems Administrator - July 2009 to September 2010

* Administer 400+ servers and 30+ L2 and L3 switches spread across multiple global datacenters
* Performed initial hardware and software deployment at the primary North American Data Center
* Performed expansion of hardware and software at the primary North American Data Center, including configuration and testing of all Dell PowerConnect switches
* Implemented Storage Area Network (SAN) at the primary North American Data Center, including configuration of port-channels, VLANs and IP Routing
* Follow policies and procedures that conform to the ITIL Service Support IT Service Management set
* Troubleshot network and server outages seeing the issue to final resolution and providing Reason for Outage (RFO) and Root Cause Analysis (RCA)
* Assisted remotely with the initial deployment and expansion of the primary European Data Center
* Assisted in the evaluation and selection of monitoring software
* Implemented Solarwinds Orion NPM & APM and Nagios XI for system and network monitoring, and designed custom tools to monitor proprietary applications
* Develop sophisticated scripts for automation, monitoring and testing that conformed to security policies
* Performed training of Network Operations Center staff on proprietary systems and basic network and server troubleshooting
* Performed Active Directory User and Computer management(adding, deleting, and moving Users and Computers)
* Define and document procedures, and encourage use of, and evolve departmental Best Practices
* Troubleshoot and resolve LAN issues between internal systems
* Monitor the Kayako SupportSuite Ticket queue through the work day and execute any applicable tickets
* Communicate scheduled maintenance, planned downtime and changes to the production environment to the appropriate groups
* Serve as the liaison between Online Engineering and Development teams in regards to defects, tickets and technical requests
* Coordinate and publish numerous game content updates
* Responsible for any automation and tool development within the department
* Responsible for QA and production game, database, infrastructure, and web server environments
* Supported game from Beta stages to Live Production in a 24/7 environment

### Turbine, Inc., Westwood, MA

*Online video game developer of titles such as Lord of the Rings Online, Dungeons and Dragons Online, and Asheron's Call*

#### Staff Systems Administrator - August 2008 to July 2009

* Administer 600+ servers spread across multiple datacenters
* Supported 24/7 customer facing applications and services
* Performed Active Directory User and Computer management(adding, deleting, and moving Users and Computers)
* Troubleshot hardware and software issues
* Responsible for the production and QA game server/SE (Service Engine) environment
* Performed Windows Updates, game build updates, and other updates, as needed
* Interfaced with QA and Development teams for current and future software development life cycle environment requirements
* Updated documentation with any necessary changes, found inefficiencies in documented procedures and proposed new procedures
* Monitor the Service-Now Ticket queue through the work day and execute any applicable tickets

#### Systems Administrator - Intern - June 2008 to August 2008

* Performed game build updates, and other updates, as needed
* Updated documentation with any necessary changes, found inefficiencies in documented procedures and proposed new procedures
* Responsible for the QA environment
* Monitor the RT Ticket queue through the work day and execute any applicable tickets

## Education

Johnson & Wales University, Providence, RI 09/2005-11/2008  
B.S. Network Engineering  
GPA 3.52/4.00

## Certifications

* Cisco Certified Entry Networking Technician (CCENT)