

# Joanna Delaporte

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**Domain Administration Skills** Server/client services, clustered computing, Cassandra, Docker, Linux servers and desktops, CentOS 5,6,7, Ubuntu, Slackware, AWS, EC2, Cobbler, Terraform, Ansible, Puppet, SaltStack, Git, cvs, named, bind, DNS, MySQL, Postgresql, redis, fdisk, parted, Nagios, NRPE, Zabbix, Datadog, bash, zsh, shell, CLI, sendmail, keepalived, haproxy, kvm virtual machine management, apache, httpd, tomcat, nfs, drbd, nis, FreeIPA/IdM server, python, java, hardware and software RAID, mdadm, 3ware, phone system administration, IVR, dial plans, sip telephony, configuration automation, troubleshooting.

**Management Skills** Service-oriented client management, customer service and IT training, coaching, public speaking, professional writing, requirements and stakeholder analysis, priority alignment, capacity planning, disaster and contingency planning.

## Certifications

### LPIC-1 (Linux Professional Institute Certificate)

2016. LPI ID: **LPI000337512** Verification code: **2ghq5dql9s** [Verification link \(lpi.org\)](https://www.lpi.org/verification)

### AWS Solutions Architect - Associate

2018. Validation Number RBT7N7BKL1V1QMCT

Validate at: <http://aws.amazon.com/verification>

## Experience

### Senior Linux MySQL Engineer / Database Engineer

Datto, Inc, Norwalk, CT

Oct 2018 - Present

- Solve production backups failure on 25 production servers, using clusterssh, in my first hour on the team.
- Prep, plan, and execute major migration of production postgres databases from Postgresql 9.2 to 9.6, including establishing replication, wal logging, user ACLs, grants, backups, stunnel configuration. Execute configuration via Ansible.
- Migrate live production MySQL databases from mariadb 5.5 to Percona MySQL 5.7 with zero application downtime. Establish GTID replication. Manage configuration via Ansible.
- Create Docker instances as replication slaves of production for testing database schema changes.
- Make recommendations for managing MySQL RDS instances.
- Manage Cassandra cluster - create, test, and script deployment of new Docker images for in-place OS upgrades for hundreds of nodes. Document and train methods to replace old/failing hard drives on live nodes using LVM2.
- Migrate Redis installation running 70 daemons across major OS versions, using Ansible.
- Review team code and manage merges with git.
- Teach and train members of three ops teams skills including Ansible, clusterssh, parted, lvm2, git flow, migration planning.

### Web Linux Administrator / DevOps / Site Reliability Engineer

Wolfram Research, Inc, Global Technical Operations, Champaign, IL

Aug 2017 - Oct 2018

- Owned Amazon Alexa infrastructure integration - Set up VPN and MySQL servers, including initial provisioning via Cobbler, installation and configuration via Salt, MySQL users, grants, database load, and replication from internal databases per contract with Amazon. This setup included MySQL replication from internal to AWS cloud across an AWS VPN.
- Maintained clustered computing on several hundred Linux servers across four colocations in

three states for Wolfram|Alpha and Wolfram Cloud, using bash, keepalived, haproxy, apache, tomcat, drbd, nfs, kvm/qemu virtual machines, ipkvm console, puppet, salt, cobbler, postfix.

- Updated legacy website services and dns, using CVS, apache, named zone files.
- Configured cobbler systems, profiles, distros, management classes, and repos for PXE booting.
- Researched Terraform as a provisioning alternative.
- Configured new Salt installation. Created Salt states to set up monitoring, install VPN servers and tunnels, retrieve encrypted files from S3, and configure LDAP authentication.
- Managed MySQL server administration on CentOS 5, 6, and 7, including installation, administering users, grants, replication, slaves, snapshots, recovery, upgrades, various troubleshooting.
- Led the team to plan forward, migrate off old tech to current, find zones to thrive, architect better knowledge and work flow, and make efficient progress.

### **CSIT Part Time Faculty**

Parkland College, CSIT Department, Champaign, IL

2015 - 2017

- Enrolled Parkland in AWS Educate grant program for Parkland students to access AWS resources at no cost.
- Took ownership of, and updated college course criteria for, Linux Administration I and II courses to meet LPIC1/Linux+ exam.
- Engaged college students enrolled in Linux Administration I and II courses in interactive learning using virtual machines, Ansible, git, AWS.
- Configured Amazon Web Services (AWS) EC2 virtual machine instances for student learning environment.
- Coordinated with LPI.org, Cisco Networking Academy and NDG to set up Linux curriculum and lab environments.
- Motivated the Parkland Testing Center to become an official AWS testing site.

### **Linux Administrator / DevOps / Site Reliability Engineer**

Parkland College, CSIT Department, Champaign, IL

2014 - 2017

- Owned 24\*7 administration, monitoring, diagnostics and repair of linux computer lab domain on Parkland's demilitarized zone (DMZ), as the only Linux administrator.
- Proposed, hired, and managed one intern to accomplish multiple projects concurrently.
- Maintained Apache web/mysql database server, network information service (NIS)/yp server, network file share (NFS) server, domain name service (DNS/bind) server, common Unix Printing System (CUPS) printing server, C programming server, Oracle database server, Nagios/Nagios remote plugin executor (NRPE) server and clients, APC UPS devices, and 29 workstations.
- Created ~1200 new student Linux accounts per semester. Updated useradd perl scripts for edge cases that interrupted automation.
- Developed and executed Python 3 and Ansible code to migrate 4000 active users and their files to new domain with FreeIPA (Identity Management) server and encrypted NFSv4 using Ansible, without interrupting user experience.
- Set up backup and warm spare web programming servers on Amazon Web Services cloud, using Ansible for repeatability.
- Built and configured Nagios monitoring of critical servers, including UPS status (apcaccess) and NRPE agents.
- Crafted Ansible playbooks(scripts), leveraging built-in modules, using custom and community roles, and custom private variables.
- Preserved code to private bitbucket repos so progress can be shared with the organization.
- Contributed to public community Ansible roles, my favorite being bertvv.bind.
- Updated existing backup script to include test of file recovery and log tape usage to track tape lifespans.
- Performed troubleshooting of network connectivity issues and triaged with network team.

- Created documentation for various procedures, account management, server configuration, server inventory, IP address allocation.
- Used git to back up and version scripts to Github and Atlassian Bitbucket.
- Became familiar with vim and regular expressions (regex) to significantly improve efficiency. It came in handy several times to edit all the records in a 40,000-line yaml dictionary of users, without breaking anything.
- Co-presented “Boring Push-Ups with Ansible” at IT Professionals Forum Fall 2016 Conference.

### **Linux Server Administrator**

Personal project

2011 - 2014

- Maintain Minecraft server on CentOS 5, then CentOS 6 for about 30 users.
- Install and configure custom init script for Minecraft service.
- Install and configure plugins for Minecraft.
- Configure backups for Minecraft worlds.
- Administer user accounts, sudoers, ssh keys, passwords, and game users whitelist.
- Manage networking and NAT for Minecraft server.
- Manage CUPS print servers and drivers for Fedora, CentOS, and MacOSX network clients.

### **VoIP Telephone System Administrator**

ASPCA, Information Technology, Urbana, IL

2008 - 2011

- Saved the company \$500,000 on new VoIP purchase, with greater resulting satisfaction, by researching, selecting, and vetting various options.
- Designed and implemented remote (out of state) call center agents’ telephony and computing environments to work from home.
- Designed and implemented high-level triage system to improve customer and employee satisfaction, and increase revenue.
- Owned the quality of the user experience for clients and employees.
- Created and maintained user accounts, roles, and workgroup configurations for 24x7 tiered call center with Automated Call Distribution (ACD).
- Maintained and updated call flows for the enterprise system’s Interactive Voice Response (automated IVR).
- Gathered all departments’ business needs for phone system architecture.
- Diagnosed unusual system behavior at various levels - user, phone, desktop, network, server, database, service provider.
- Trained 30 new staff/year to use phones and custom software.
- Adjusted AudioCodes gateway gains to manage internal and external volume and echo issues.
- Contacted Interactive Intelligence Support with bug reports and followed through with resolutions.
- Adjusted dial plan to meet unique organizational dialing requirements.
- Installed performance monitoring on redundant servers to discover reasons for failover events.
- Certified as Administrator - Customer Interaction Center 3.0, Interactive Intelligence. Received glowing recommendation from training instructor, and was granted direct access to InIn support.
- Coordinated call recording rules and quality assurance rubrics for staff performance reviews.

### **Business Analyst**

ASPCA, Application Support, Urbana, IL

2010 - 2011

- Combined business requirements and technical ability into a new internal webapp, unlike anything available on the market, to track the movements and licensing of carriage horses in New York City.
- Gathered and documented requirements with user stories and created wireframes in Balsamiq.
- Analyzed and documented business processes for process improvement.

- Recommended process improvements to improve internal client needs and business processes.
- Presented software projects to clients at client testing stages.
- Provided software QA testing.
- Provided analysis, design, user guides, testing, end-user training, implementation, and support of solutions.

### **Medical Records Quality Control**

ASPCA, APCC, Urbana, IL

2006 - 2010

- Curated quality of medical records and data, leading to new toxicology discoveries and more lives saved. We were instrumental in determining the toxicity of raisins, lilies, pet foods during the Chinese pet food recall, and more. The ongoing research is valuable due to our vast clean data sets.
- Provided software and medical protocol training to all incoming Call Center staff including veterinarians, technicians, assistants, and triage staff. Developed training materials.
- Trained APCC team leaders in use of software tools to measure staff performance.
- Collaborated with APCC team leaders to address performance concerns.
- Collected call recordings for the Animal Poison Control Center review committee. Calls were monitored for adherence to medical protocols and quality of customer care.
- Documented Quality Assurance procedures.
- Provided desktop hardware and software support as needed.
- Wrote medical protocols for toxic substances.
- Presented topical 1-hour continuing education seminars.
- Authored peer-reviewed articles and a textbook chapter.

### **Veterinary Technician**

ASPCA, Animal Poison Control Center (APCC), Urbana, IL

2005 - 2006

- Calmed frightened pet owners, advised veterinarians, and managed other callers 24\*7.
- Followed medical protocols and was promoted through protocol management levels 1-5.

### **Publications**

**Co-Author**, "Toxic Plants" chapter in *Small Animal Toxicology Essentials* (Wiley-Blackwell, 2011)

**Author**, "Ionophore Toxicosis in the Horse" toxicology brief in the *Veterinary Technician* (Nov.

2006)

### **Education - Colorado State University (Global Campus) - 4.0 GPA**

**MSSQL Database Management ITS410** - Winter 2014

**Intermediate Networking (Windows Server 2008/2012) ITS405** - Spring 2015

**Information Systems and Security ITS350** - Spring 2016

Bachelor's degree in progress - estimated completion 2020

### **Education - Parkland College - 4.0 GPA**

**Java Programming CSC140** - Fall 2013

**Visual Basic .Net CIS122** - Spring 2010

**Associate of Applied Science in Veterinary Technology** - completed 2005.

Veterinary Technology Scholarship 2003

### **Community Involvement and Presentations**

**Co-Presenter**, "Mjolnir and Stormbreaker: Infrastructure as Code Roundtable" at U of I Professionals Forum, Spring 2019.

**Meetup Owner**, AnsibleCU, covering Ansible, Terraform, Puppet, Salt.

**Presenter**, "Quick Start with Terraform" at Cloud Users Group Meetup. 2019.

**Presenter**, “Quick Start with Terraform” at U of I IT Professionals Forum Fall Conference 2018.

**Co-presenter**, “Scratch Programming” for children at local public libraries. 2017-2018.

**Co-presenter**, “Boring Push-Ups with Ansible” at U of I IT Professionals Forum Fall Conference. 2016.

**Presenter**, “Poisonous Plants” at first annual ASPCA seminar for veterinary technicians. 2009.

**Host**, online VSPN course “Fundamentals of Toxicology” for 300 veterinary professionals worldwide (Mar. 2008).

**Rotarian**, Champaign Rotary Club, 2018 - present.