

# Eric Holzbach

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Focus on Linux and FreeBSD systems administration, incident response and risk management. Relentless problem solver, passionate for information technology, requires continuous learning.

- Senior System Security Engineer – Salesforce Inc. January 2015 – Current  
[www.salesforce.com](http://www.salesforce.com)

Cloud security for production infrastructure

Management of authentication and authorization systems

System & user access control implementation

- Senior Configuration Engineer - FireEye Inc. February 2014 – January 2015  
[www.fireeye.com](http://www.fireeye.com)

Puppet module development

Infrastructure architecture

Service reliability design

Process streamlining and automation

- Senior Systems Administrator - FireEye Inc. January 2014 – February 2014  
[www.fireeye.com](http://www.fireeye.com)

FireEye Inc. acquired Mandiant January 2, 2014

- Mandiant / February 2012 – January 2014  
[www.mandiant.com](http://www.mandiant.com)

Development operations

Implementation and management of FreeBSD and CentOS servers for a 24x7 infrastructure

Deployment and management of network intrusion detection systems in a globally distributed environment

Process automation

Configuration and change management with Puppet

Deployment orchestration with Mcollective

Custom software deployment and lifecycle management

Provisioning of servers, switches, firewalls, general NOC maintenance

Customer service support

- Linux Systems Administrator - InMotion Hosting / August 2010 – February 2012  
[www.inmotionhosting.com](http://www.inmotionhosting.com)

CentOS/RHEL, Cpanel, WHM, Apache, Tomcat, PHP, MySQL, Exim, Courier, PureFTPD, ProFTPD, BIND, OpenSSH, Virtuozzo

Mitigation of threats to quality of service in shared, virtualized and dedicated platforms

Monitoring and incident response with Nagios

Task automation with shell scripting

Identify and resolve PCI-DSS issues

Troubleshooting and correcting server hardware failures

Provisioning of servers, switches, pdu's, general NOC maintenance

Network and host intrusion detection

Rotating 24 hour on-call schedule

Customer service support

- Logistics Manager - Reef Specific Aquariums / August, 2006 - 2010

Inbound and outbound logistics

Disaster recovery planning and risk management applied to environmental controls of systems which maintain the company's assets

Business continuity planning to react to political, legal and seasonal threats

Qualitative risk assessment

Administration of office infrastructure, virtualization with VirtualBox

Minor development with HTML/CSS/PHP

- Systems Administrator - Hermetic Networks / January, 2003 - January, 2006  
[www.hermeticnetworks.com](http://www.hermeticnetworks.com)

Vulnerability assessment and penetration testing

Consulting to obtain requirements and estimated budgets for implementation

Design, installation, and administration of small business information technology infrastructure

Router and switch configuration, wired and wireless networking appliances, Windows, Linux and FreeBSD servers

Workstation and printer installation

Hardware and software troubleshooting

- Account representative - Hello Incorporated / March, 2000 - June, 2002  
[www.helloinc.com](http://www.helloinc.com)

Communication support for major hospitals, medical facilities, and other businesses

Correlate billing information

Technical writing and documentation

- Credentials

(ISC)2 Certified Information Systems Security Professional (CISSP)

CompTIA Security+

CompTIA Network+

\*References are available upon request