

**ERIC BALSA**  
4445 Melody Ranch Dr  
Jackson, WY 83001  
(520) 730-6709  
eric@ericbalsa.com / ericb@apache.org  
<http://www.ericbalsa.com>

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## EDUCATION

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### University of Arizona

Tucson, AZ

Bachelor of Science, Computer Engineering, Dec. 1999

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## EXPERIENCE

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### OPENLANE, Inc

Redwood City, CA

*CTO, RDN Services*

Feb 2009–present

Lead team of 8 developers to design & implement the next generation LAMP-based SaaS repossession software platform

- Development and Production operations for a 5MM line of business for KAR Auction Services
- B2B SaaS application handling concurrently about 8,000 users
- Application & network security design, OWASP Top-10, PCI and large lending institution audits
- Securely interface with the largest financial institutions in the United States
- Project planning and developer resource allocation
- Pass and maintain certification for multiple security assessments by leading financial institutions [GLBA and SOX compliance]
- BCP/DR design, operation and testing
- Agile, SCRUM development methodologies
- Amazon S3 integration

### Apache Software Foundation

*Contributor, Apache Traffic Server*

Apr 2010–present

- Contribute to the Apache Traffic Server open source project.

### Yahoo!, Inc

Sunnyvale, CA

*Senior Software Engineer, Cloud Computing Group*

Sept 2007–Feb 2009

Extend and maintain Traffic Server, a multithreaded, fast, scalable and extensible HTTP/1.1 compliant caching proxy server serving an aggregate of 14 billion HTTP requests/day worldwide for Yahoo! Deep protocol level knowledge of HTTP & HTTPS. Developed various core Yahoo! Apache modules. Lead security architecture reviews for the Cloud Computing Group.

- C/C++/high performance networking
- Yahoo! Paranoid for the Cloud Computing Group
- Application & network security reviews for new Yahoo! services
- Added DNS SRV support to Traffic Server [RFC 2782] in support of Yahoo!'s global CDN/global server load balancing push
- Global content delivery network architecture

**Recovery Database Network, Inc (RDN)**

Tucson, AZ/Reno, NV

*Owner*

Dec 2003–Sept 2007

Designed and developed the first SaaS web application for the repossession industry. Executed and passed multiple security audits by the largest lending institutions in the US. Built out and scaled RDN for a 100-fold increase in revenue

- PHP4&5/MySQL software design
- MySQL schema design
- Application & network security
- Gramm, Leach, Bliley compliance for NPPI [non-public personal information]

**Onewest.net, Regional ISP**

Jackson, WY

*Unix System Administrator*

Dec 2002–Jun 2003

Develop, manage and implement project plans for new product offerings and service upgrades. Resolved customer trouble tickets that were escalated from the subscriber support department. Maintain SMTP/POP3/RADIUS/LDAP and other Unix services for 20,000 ISP subscribers

- Linux server administration
- Custom perl scripting
- Network support

**Activebuddy, Inc [acquired by Microsoft]**

Sunnyvale, CA

*Network Operations*

Jan 2001–Dec 2002

Responsible for ~150 Linux servers running multiple UNIX services in various internal and external networks within Activebuddy's hosting & development network

- Linux system administration
- Setup & secured RSA securid server providing 2 factor SSO for the network
- Network intrusion detection using Snort
- Custom PAM module
- Sendmail & DNS maintenance

**SCO, Inc**

Santa Cruz, CA

*TEAM Account Manager*

Jan 2000–Dec 2000

Provided 3rd tier technical UNIX support for all of SCO's UNIX operating systems primarily to Fortune 500 accounts. Held weekly conference calls and took a proactive approach to providing the best possible support for large customer installs

- Gained extensive UNIX/Linux troubleshooting and system administration knowledge.
- Published 12 technical articles for use on the SCO website
- Promoted to TEAM Engineer after 10 months

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**TECHNICAL EXPERTISE**

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- **Expert:** Linux, Apache administration, MySQL (schema design & administration), PHP 5, SQL, web application security (CSRF, XSS vectors and canvas), the HTTP protocol, "shared-nothing" architectures, SaaS, RESTful webservices, secure network design, high-availability databases, DNS (bind), Juniper firewalls, the SMTP protocol, F5 load balancers, exim, JSON, SOAP, XML, content delivery networks (CDN), HTTP caching, layer 7 routing, global server load balancing
- **Strong:** C/C++, gdb, network programming, Apache modules and the Apache state machine, SSH/SSL, Apache Portable Runtime (apr), coverity static code analysis, valgrind & (k)cachegrind, perl, pthreads, virtualization (xen), distributed systems, memcached, nagios monitoring, MRTG