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Network & Systems Administrator

Specialty Expertise within Internet, Data, and Voice Communications Technology Environments

- ✓ **Talented IT strategist, architect, administrator, and solution developer**, with cross platform expertise (e.g. Linux/UNIX/Windows/MS-DOS), diverse industry experience, a customer focused mindset, and multi-lingual fluency (e.g. Perl, Python, HTML, JavaScript, PHP). RedHat Certified Engineer and MySQL Core certified with vast skill set across a full spectrum of systems administration functions. Fast learner, effective communicator, logical thinker, and respected project leader.
- ✓ **Achievement highlights include** ground up design of robust, fully integrated networks (up to 1,000 users); delivery of 50% increases in efficiency and double digit improvements in system up-times (from 86% to 99.9%); and creative, cost effective, and timely problem solving of multiple of issues (e.g. system security, downed server/hard drives, data storage inefficiencies, remote connectivity, high speed wireless technology, technical training/support, and workflow automation

KEY KNOWLEDGE AREAS

Linux/Unix Technical Infrastructure Network Design Network Administration	Web Development Strategic Planning Disaster Recovery Troubleshooting	System Security Technical Support Systems Implementation Systems Migration
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TECHNOLOGY SUMMARY

Networking: WANs/LANs/MANs/VLANs, TCP/IP, Cabling, Routers, Switches, Hubs, VPNs/IPSEC, serial interfaces (T1 et al.), ISDN, PRI, Cisco AVVID (CallManager), Frame Relay, NAT, Wireless Networking/WiFi (802.11a/b/g), Firewalls (Sonicwall/PIX)

Systems: Linux (from 2.2.x to current), MS Windows, Solaris, Cisco IOS, FreeBSD, BSDi, MS-DOS

Languages: Perl, Python, HTML, JavaScript, PHP, bash, C/C++ (basic), Java (basic)

Hardware: x86 (PC), SPARC (Sun), MIPS (SGI), Transmeta, Adaptec, LSI Megaraid, AMD (Athlon/Athlon_64, Intel Xeon, Dell PowerEdge)

Software: GNU Tools, Apache, XFree86, Bind, ProFTPD, SSH, Postfix, IMAP/POP servers, VMWare, IIS, Windows DNS, MS Office, Star/Open Office, AbiWord, Gnumeric, Mozilla, clustering (MOSIX), Gnome, KDE, Citrix Metaframe 1.8/XP, Gimp, Photoshop, PageMaker, QuarkXPress

Databases: MySQL, Postgre SQL, MSSQL

PROFESSIONAL EXPERIENCE

Rackspace Managed Hosting:

May 2005–...

- ✓ **Leading Managed Hosting Provider** San Antonio, TX
- ✓ **SMB Managed Backup Team Leader**
- ✓ **Provide leadership and direction** for 8 member SMB Managed Backup Team. Identify, assign, and monitor progress of team projects. Interface extensively with other departments to architect solutions for customer backups. Ensure team continuity and resolve issues. Empower and advise team members to resolve customer issues without escalation where possible. Provide guidance and mentoring to team members to ensure customer service.

Oct 2004–May 2005

- ✓ **Managed Backup Administrator**
- ✓ **Monitor and troubleshoot Rackspace Managed Backup** offering, utilizing **Legato NetWorker**. Configure, schedule, and verify new customer backups, interfacing with other departments as necessary (Networking, Support, DCOPS). Advanced troubleshooting of backup and restore failures using vendor documentation, knowledge-base, and/or support services. Perform data restoration upon customer request. Organize regular audits of backup configurations to ensure quality of service. Resolve escalated customer issues and provide technical advice and direction to Backup Technicians. Advise customers on best backup practices to maximize uptime and reduce restore time.
- ✓ **Create and manage bash and Perl scripts** to automate interfacing with NetWorker. Created several scripts for group control and save set information. Wrote and maintained semi-automated script to collect information from CRM application and create NSR Client definitions for input to NetWorker. Worked with internal CRM developers to create xmlrpc interface to CRM, reducing errors generated by screen scrapping.

Mar 2004–Oct 2004

- ✓ **Level II Support Administrator**
- ✓ **Interface and provide support to Rackspace Customers** on a daily basis through telephone and ticketing system. Support topics include, but not limited to: **Apache** configuration including v-hosting and mass v-hosting, troubleshooting and performance tuning; **Sendmail/Postfix/Qmail** configuration including best practices, virtual address setup and walk-through, proper mail configuration to prevent unnecessary mail blocks; **MySQL** performance tuning including data restructuring and query optimization suggestions, upgrade benefits of newer versions of MySQL (ex. Query Caching).
- ✓ **Operating systems supported** included: Linux (RedHat, Debian, SuSE, Gentoo), Solaris, FreeBSD, Windows 2k/2k3.

Jun 2003–Mar 2004

Dec 2002–Jun 2003

- ✓ **Data Center Operations Team Leader**
- ✓ **Data Center Operations Tech**
- ✓ **Provide fanatical service and support** to Rackspace customers. Interface and coordinate with multiple departments to troubleshoot and provision hardware. Monitor and troubleshoot customer servers and network devices.
- ✓ **Assume Technical Guide web administration duties**, an all inclusive Data Center Operations knowledge-base. Ensure accuracy of all submissions and QC/Review current documentation. Review all code, to affirm cross platform/browser usability. Set guidelines and policies for article submissions.
- ✓ **Implemented centralized authentication system** for web applications developed and used in the Data Center Operations Department. QC, modify, or suggest changes to web applications to provide a secure interface to the centralized authentication system.

PROFESSIONAL EXPERIENCE (continued)

- ✓ **Develop projects that reduce the amount of unneeded paperwork.** Develop projects that allow Data Center Technicians to work smarter; analyze requirements from management and implement solutions utilizing processing power first, man power second.
- ✓ **Create custom jumpstart system** for installing Solaris on customer's servers. Automated all aspects of install, including installation of patch cluster, setup of DiskSuite mirrored root and swap slices, network configuration (including aliases and private-net), modified started services to reduce security issues, and created initial users.

Mustang/Carrera Communications:

Jun 2000–Oct 2002

- ✓ **Provider of turnkey IT solutions / CLEC** San Antonio, TX
- ✓ **Network / Systems Administrator**
- ✓ **Interface extensively with clients** to perform comprehensive needs analysis and explain features/benefits/drawbacks of various solution options. Design and install customer focused networks for small to mid-size companies; analyze current systems and recommend performance enhancing infrastructure changes; research products and vendors for customers; and reconfigure, install, and troubleshoot servers and network services.
- ✓ **Skyrocketed system uptime** from an average of 86% to 99.9% following leadership of Linux migration. Troubleshoot and resolved challenges of varying complexities to reverse prior history of hard drive crashes, system slow-downs, security breaches, tenuous coding, downed server, data storage inefficiencies, and applications stalls.
- ✓ **Completed ground up network design** (up to 1,000 local/remote users) and/or system and network enhancements for diverse industry clients (e.g. funeral services, health care, high tech, manufacturing, property management, investment banking, and real estate) within a broad range of technical environments (Windows, Linux, BSD).
- ✓ **Rapidly resolved business crippling** issues for clients with outdated technology (e.g. BSDI 2.0 Pentium Pro), crashed hard drives, and malfunctioning motherboards. Restored systems and designed safeguards and back-ups that won rave reviews and frequent referral business from clients.
- ✓ **Augmented vulnerable network** and redesigned poorly designed firewall for investment banking client unaware that all of its transactions and confidential customer files were exposed to the public.
- ✓ **Redesigned multiple networks** substituting public IP's with private IPs, limiting peer-to-peer network usage and saving on bandwidth costs. Results included growth enabling, highly redundant, consolidated networks delivering efficiency/functionality improvements of at least 50%.

GTE – Now Verizon Communications:

Feb 2000–Jun 2000

- ✓ **Major world provider of high growth communications services** Austin, TX
- ✓ **Level 1 tech Support Rep**
- ✓ **Provided first contact technical support** to end users as member of outsourced help desk team for Internet Appliance ISP. Troubleshoot connectivity issues; addressed customer questions regarding I-Opener appliance use and the Internet; provided patient, step-by-step solutions to users with divergent technical backgrounds; escalated problems as appropriate; and hand selected as primary trainer for Level 1 new hires.
- ✓ **Resolved approximately 90% of customer issues on the first call.**

PROFESSIONAL EXPERIENCE (continued)

- ✓ Became self taught expert in I-Opener by disassembling device in home lab to determine modem hardware, components, hardware layout, and system functionality. Efforts enabled enhanced customer support and better ticket documentation and led to frequent requests from Level 2 reps for product specific information and assistance.
- ✓ Saved countless hours of Level 2 reps time and sped solution delivery for customers by resolving many calls that otherwise would have been escalated. Earned a reputation for on-target RMA recommendations due to ability to quickly identify defective appliance hardware.

FPA Medical Management / Optimal IS:

Aug 1997–Aug 1998

- ✓ Physician practice management organization San Antonio, TX
- ✓ MIS Intern
- ✓ Selected for team providing IS outsourcing and turnkey IS department implementation. Repaired systems and hardware, gave help desk support, and assisted with large network upgrades (5,000–10,000 users).
- ✓ Created content, design, and coding for company's first corporate intranet. Incorporated interactive features to encourage upward communications, knowledge sharing, and key message delivery.
- ✓ Initiated and implemented fully automated inventory solution that enabled tracking of approximately 250K pieces of equipment scattered across ten locations. Designed labeling system for processors and RAM as additional precautionary measure to protect close to 3 million dollars in inventory.

Axiom Business Services:

Jun 1996–Aug 1998

- ✓ Business brokerage firm San Antonio, TX
- ✓ System Administrator
- ✓ Maintained small company systems, designed and printed marketing material, and created original artwork and company logo to extend business identity / image.

EDUCATION & LICENSURE

Iowa State University

1998–1999

- ✓ Bachelor's Degree Program in MIS
- ✓ Hand selected by ISU president as one of 20 (out of 5,000) students for ISU Presidential Leadership Program.

Cisco Certified Network Associate

2001

- ✓ (Not Current)

Red Hat Certified Engineer

2003

- ✓ RHCE Certificate Number 809003617808794
- ✓ Achieved RHCE Overall Score of 95.27%

MySQL Core Certification

2004

- ✓ MySQL Certificate ID 208248145

OF NOTE

Eagle Scout

1997

✓ One Bronze Palm