Zachary Armstrong
Senior Linux/DevOps Systems Administrator

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Technical Skills

OS	Linux: RedHat/CentOS; Windows: 2000, 2003, XP, Vista, 7, 2008; Mac OS X
Networking	TCP/IP, Load balancing, Cisco administration, nmap, HTTP, SSL, SSH, DNS, SMTP, POP3, IMAP, FTP, DHCP, NFS, SMB, SNMP, IPMI, Active Directory
Technologies	Apache, Puppet, Nagios + pnp4nagios, MySQL, Memcached, Passenger, Cacti, Loggly, New Relic, proftpd, OpenSSH, Courier, Exim, BIND, ActiveBatch, Wordpress, HAproxy
Programming	Bash, Perl, PHP, HTML4.01, CSS, JavaScript, jQuery, NodeJS, Bootstrap, AJAX, Powershell, Visual Basic, Ruby, subversion, git

Professional Experience

Senior Linux/DevOps Engineer
February 2013 - Present
Rue La La, Boston, MA
Members-only boutique brand flash sale website

- Administered large scale server environments consisting of over 800 RHEL5/6 VMWare VMs running multiple technologies including apache, jboss, memcache, MySQL, postfix, ActiveMQ, python.
- Packaged Rue code in RPM format and developed automation scripting in Bash and Perl.
- Designed and implemented Puppet to configure, install, manage, and deploy releases across all environments.
- Managed and maintained ongoing changes to configuration in Puppet.
- Performed deployments to QA & performance environments.
- Provided timely support as needed to staging & production releases.
- Configured, performed troubleshooting and tuning for all layers of the stack.
- Created and implemented custom Nagios monitoring and managed with Puppet.
- Developed production web and application service monitoring dashboards leveraging PHP (AJAX, jQuery, Bootstrap), which helped us identify bottlenecks and improve reliability.
- Developed release engineer dashboards to monitor release versions across the various environments.
- Administered Yum and subversion repositories.
- Recipient of multiple "Reward & Recognition" awards for creating quick and elegant solutions during emergency situations.

Linux Systems Administrator and Release Engineer
April 2011 - January 2013
Rue La La, Boston, MA
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- Responsible for providing 99.999% availability in an environment of high throughput sales with concurrent requests per second in the thousands.
- Provided systems administration, monitoring, maintenance, deployments, troubleshooting and automation services.
- Linux Systems Administration, virtual server maintenance, troubleshooting and creation.
- Primary Linux engineer in the cut-over from bare metal infrastructure to PCI-compliant virtual environment.
- Analysed multiple configuration management tools (chef, puppet, cfengine) and became sole implementer for puppet.
- Re-engineered the release process from manual, proprietary system which delivered compressed archives to an industry standard continuous integration product (Bamboo) delivering RPMs.
- Provided timely and thorough responses for off-hours problems during on-call shifts.
- Acted as Tier 2 escalation point for other on-call engineers and the IT Help Desk.
- Key Linux Engineer for Warehouse Management System overhaul, traveling to Kentucky to provision the new systems and provided on-site support during integration and cut-over.
- Supported and improved custom imaging system and associated server farms.

Systems Engineer
Bullhorn, Boston, MA
SaaS recruiting/applicant tracking system

- Responsible for day to day monitoring and maintenance of production servers in an environment with 15 million daily transactions, 5 million+ daily email volume, global customer base of over 15,000 users.
- Administrated mid-scale (more than 250) Linux (Redhat, CentOS, Fedora) and Windows (2000, 2003) servers.
- Supported SaaS model product leveraging Windows 2003/2008, Linux, JBoss, MSSQL Server (2003, 2005), JRun, MySQL, and IIS.
- Lead architect for ESXi virtualization project, including production server conversions, QA environment and Disaster Recovery environment.
- Built and maintained the QA environments.
- Implemented fault-tolerant infrastructure for production environment and DR site.
- Primary Linux engineer, developed Bash, Perl, php scripts to maintain systems.
- Developed tools for day-to-day tasks, maintenance operations and system integrity.
- Worked in cooperation with Customer Support in troubleshooting customer issues.
- Developed custom tools utilizing Barracuda API, Drupal API.
- Train new hires in roles of Systems Engineers and Desktop Support Engineers.
- Provided timely and thorough responses for off-hours problems during on-call shifts.
- Server management, assembly, debugging, stress testing, monitoring, troubleshooting and high level technical support.
- Network administration using Cisco PIX appliances.

Desktop Support Engineer
April 2007 - October 2007
Bullhorn, Boston, MA
SaaS recruiting/applicant tracking system

- Supported 150+ remote and local users on a variety of desktop and laptop computers employing Windows XP & 2003, the Bullhorn SaaS application, SQL Server, Microsoft Great Plains.
- Developed Visual Basic and ActiveX applications to:
  - Configure browsers for customer-base of over 16,000 users.
  - Automate new user PC provisioning.
- Implemented and maintained internal network infrastructure, Avaya IP Office phone system, access card security system.

Education

Degree   Bachelor of Science in Information Technology   September 2002 - November 2006
University   Rochester Institute of Technology, Rochester, NY