

# Mark Wagner

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## Objective

To obtain a Unix system administrator position that builds and maintains valuable and robust computing environments through automation, proactive processes, and standardized procedures.

## Skills

- System Administration: Over ten years of experience supporting Linux servers, including Red Hat Enterprise Linux and Ubuntu Server. Additional experience with Solaris, FreeBSD, and other Unix-based operating systems. Understanding of system operation down to the kernel level.
- Security: Secured Internet-facing systems. Knowledge of current network, application, and operating system security tools and issues. Designed packet filtering firewalls.
- Programming and Scripting: Knowledge and experience with Perl, Ruby, Python, and shell scripts. Knowledge of PHP, C, and Java.

## Employment

### Senior Operations Engineer

November 2013 to the present

Skytap, Inc.

- Supported Skytap's global cloud hosting platform based on VMware ESXi, Linux, Solaris, HP hardware, and 3PAR block storage.
- Improved hardware provisioning speed by creating installation checklists and writing scripts to automate device testing and configuration.
- Automated operating system deployment and configuration with Foreman and Puppet.
- Configured and maintained network infrastructure such as IPSEC VPNs, F5 BigIP load balancers, Juniper routers, and Cisco Nexus switches.

### Senior System Administrator

February 2013 to November 2013

Point Inside, Inc.

- Managed AWS resources (EC2, VPC, RDS, SQS, SNS, CloudWatch) with command line tools and custom Ruby scripts using the AWS SDK.
- Designed and implemented scalable architecture with AWS Auto Scaling.
- Maintained infrastructure with chef. Wrote custom chef cookbooks.
- Wrote release automation scripts.
- Diagnosed and helped resolve HAProxy, Apache, Tomcat, and Solr issues at the network, server, and application levels.
- Mentored and trained junior system administrators.
- Researched new AWS services and other cloud technologies.

### Senior System Administrator

July 2010 to February 2013

Intelius, Inc.

- Identified and resolved system faults and performance problems by debugging PHP code, running Apache under a debugger, examining MySQL statistics, and analyzing OS and kernel metrics.
- Analyzed, documented, and remediated PCI compliance issues.
- Evaluated hybrid cloud systems and implemented the OpenNebula / KVM platform.
- Installed and administered a Hadoop cluster.
- Handled custom compilation and deployment of Apache, PHP, and other software packages.
- Maintained configuration of the SEC log analysis system, BIND DNS servers, and cfengine configuration management software.
- Administered SAN and NAS storage systems.
- Researched and prototyped new system administration software and methodologies.
- Served as a backup MySQL DBA. Wrote automated database publishing scripts.

## **Senior Systems Administrator**

December 2008 to March 2010

Infopia, Inc.

- System and SAN administrator for servers running Infopia's business-critical ecommerce SaaS system.
- Planned and implemented data center migration from managed hosting to new servers in a self-hosted environment.
- Installed and configured infrastructure servers: DNS, mail, LDAP, backup, and monitoring.

## **Systems Programmer**

October 2001 to December 2008

University of Washington Medical Center

- Lead development of enterprise-wide Linux standard.
- Developed automated Linux installation and maintenance process.
- Trained junior sysadmins.
- Handled all aspects of system security in an unsecured, Internet-connected environment, including vulnerability analysis, subnet and host-based firewalls, and system hardening.
- Provided support for computer-controlled medical equipment, including imaging modalities and radiation treatment devices.
- Provided software installation and support. Compiled software from source. Performed fault analysis using system tools and debuggers.
- Performed system capacity planning and hardware acquisition.

## **Internet Systems Developer and Administrator**

October 1998 to October 2001

Horvitz Newspapers Inc

- Designed and coded automated web site generation and archiving system in Perl.
- Webmaster duties: Compiled, installed, troubleshot, and performance tuned Apache.
- Security administrator for web sites and firewalls. Evaluated Internet-related security risks. Set up and maintained Linux-based firewalls.
- Installed and maintained DNS, ftp, monitoring, and backup servers and Sun and x86 hardware.

## **Fraud Application Support**

January 1998 to October 1998

AT&T Wireless Services Inc

- Provided technical support to customers (Los Angeles Cellular, Cantel).
- Planned projects and solved problems in a complex environment involving vendor, customer, AT&T, and VAN systems.
- Trained support personnel.
- Participated in CTIA EDI standards writing process.
- Wrote parts of application support guide.
- Designed and implemented enhancements to fraud application.
- Wrote maintenance scripts in Perl and ksh.

## **Unix System Administrator**

May 1996 to August 1997

Ameritech Communications Inc

- Administered Sun and HP servers.
- Installed and tuned Solaris.
- Installed and upgraded hardware.

## **Education**

### **Master of Science, Computer Science**

March 2003

University of Washington-Seattle

### **Computer Science, Philosophy**

August 1992 to May 1996

University of Wisconsin-Madison

### **Bachelor of Arts, Philosophy**

June 1992

Lawrence University

## **Certifications**

- Certificate in Cloud Computing, University of Washington