

Ralph Gervolino

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Technical Summary

Operating Systems: Linux / Unix: RedHat/CentOS, Ubuntu, FreeBSD, Tandem, Sun, NCR, DYNIX/PTX
Windows Server / Desktop: 2003, 2008, 2012, XP, 7, 8
Virtualization: XenServer, SolusVM, AWS, VMWare, Docker

Software: Microsoft Office, DNS, Alexandria, Veritas Net backup SVM, NetApp, Sendmail, Qmail, Postfix, Apache, Samba, NFS, Korn Shell, Bash Shell, C#, VB, Perl, SSH1, SSH2, POP3, SSL POP3, SMTP, FTP, QPopper, MRTG, TCP wrappers, Ncftpd, Ipchains, Iptables, Tripwire, VMware, Portsentry, logcheck, , PHP, CSS, HTML, Java, MySQL, Oracle, Adobe Products: Actionscript, Flash, Dreamweaver, Premier, After Effects, Photoshop, Illustrator, InDesign, Sound booth

Hardware: Desktop PCs, SuperMicro, Dell, Hardware Troubleshooting, Symbios Storage Technology, NetApp, backup strategies and Multimedia Hardware. SUN, Sequent S2000, SE5000, NUMA-Q, NCR, Tandem and HP Systems.

IT Professional Experience

FortressITX / DedicatedNOW / SolarVPS, Clifton N.J.

February 2012-July 2014

Hosted Services Manager

- Managed onsite and offsite team of engineers.
- Planned staff schedules and rotations.
- Developed engineering and support policies.
- Ensured all work by staff was quality, helpful, and prompt.
- Investigated serious technical issues and worked with engineers to provide resolutions to the client.
- Worked directly with the Director of Information Technology on staff development and policies.
- Provided training for all new hires on supporting clients on Linux and Windows environments, explaining company policies and procedures, and prepared them to work independently.
- Maintained previous job responsibilities.

FortressITX / DedicatedNOW / SolarVPS, Clifton N.J.

February 2011-July 2014

Senior Systems Administrator

- Provided phone and email support to enterprise clients with complex environments such as load balanced, Multi-server environment
- Monitored and Maintained NetApp storage solution.
- Configured and maintained high availability clusters Using XenServer with load balancing technologies.
- Built and configured cloud environments for clients using OnApp.
- Assisted in building and configuring R1Soft backup solutions into our hosting environment.
- Introduced Mail Channels to our networking environment to monitor spam polices and reduced malicious spam traffic by 90%.
- Configured OP5 Monitoring software for our network and hosted services environment.
- Built, fixed, and replaced servers at required specifications
- Assisted in creating scripts (bash, python, fabric, ruby) used by all support staff to automate securing, auditing servers, and installing and removing software.
- Configured cPanel clusters for clients using, both web and MySQL
- Assisted clients with a wide variety of technical issues via phone and Kayako Fusion ticket system
- Provided support and assistance to clients on different operating systems (CentOS, Ubuntu, RedHat, Debian, Windows Server 2003, Windows Server 2008, Windows Server 2012), running web hosting control panels (cPanel/WHM, Parallels Plesk, Webuzo), running no control panels, running web applications (Wordpress, Joomla, Ghost, etc), as well as troubleshooting down servers, down sites, migrations, optimization.

Shorepoint Communication, Lakewood, N.J.

February 2010-October 2010

Producer / Developer / Administrator

- Designed and Developed Email Marketing system using Mysql, PHP, Perl, Apache and Postfix to allow clients to target medical field email address from opt-in mailing list.
- Developed Email tracking system to track the effectiveness of our clients email campaigns
- Setup Ubuntu Linux Servers for in-house web server and mail server.
- Created Perl programs to validate email addresses from a csv file listing as well as created multiple perl programs to assist in log parsing for statistical information.
- Designed Video advertising promotions using Adobe Premier, After Effects and Flash
- Developed In-house Account management software using Mysql PHP for managing Client accounts
- Designed and developed Client websites using Java, Flash, PHP, CSS, Html
- Created Lead generation sites for Shore Motels using PHP, Mysql, JavaScript along with SOE and SEM
- Trained Shore Motels Staff on how to use the new website and incorporate into their current check-in system for taking clients reservations to the hotel.
- Developed Interactive PDF files for clients projects InDesign.
- Designed Ad champagne for CreativeEdge.com and multiple clients
- Designed Billboard Ads for Atlantic City Airport.

Merrill Lynch, Plainsboro, N.J.

March 2003-June 2005

Senior Unix Administrator

- Performed all system backups and restores utilizing Alexandria backup software.
- Hardware swapping of bad DLT drives in the STK tape libraries.
- Manage ptx/SVM including building any required new volumes, backup SVM databases and monitoring SVM for performance bottlenecks.
- Monitor system performance issues including Networking, Kernel parameters, CPU utilization, memory usage and IO.
- Made monthly performance reports.
- Made system changes requested by DBA`s and Merrill Lynch management. Including hardware, kernel, network and security
- Upgraded system console software and hardware firmware to latest version.
- Reconfigured ptx/Cluster software.
- Used Veritas Net Backup software to vault tapes off site.
- Wrote perl scripts to monitor STK L700 tape drives.
- Assisted in writing a console menu for help with tape vaulting for Veritas Net Backup.

DataPeer Inc., Fort Lee, N.J.

July 2001-February 2003

Administrator/Security for Managed and Dedicated Systems

- Aided in research for shared firewall solution for managed, dedicated and shared services
- Researched and planned for RSA security authentication
- Worked with sales to package shared and dedicated firewall solution
- Helped design new Managed Services database for company internal use
- Installation of Netscreen 5 and 100 firewalls on managed and dedicated clients
- Wrote installation documentation for various operating systems to be used as default installation guides when installing new clients
- Installation of Win NT, Win 2K, Sun, FreeBSD and RedHat Linux on managed and dedicated clients
- Setup and installation of all packages and updates for all operating systems
- Installation and setup of custom configurations and third party software according to clients requests
- Installed and setup mail relay server for managed services clients running on a Linux platform with postfix mail system, MySQL and php interface
- Responsible for maintaining all managed, dedicated and collocated servers
- Assisted tech support in fixing and solving trouble ticket problems with clients
- Found, fixed, secured and repaired hacked production systems
- Responsible for development of production services secure firewalled infrastructure with remote logging, Tripwire Manager for integrity checks of remote servers, authenticating servers for use with SSH and terminal services running with RSA Secure 2 point authentication

Education

Diploma in Computer Technical Support

July 1997