

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: Actionsript, 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

Managing our onsite team of engineers schedules, vacation scheduling and developing policies in our Clifton, NJ location. Ensures all our engineers are providing quality, helpful, and prompt support responses. Investigates serious technical issues and works with onsite engineers to correctly resolve the issues; also provides deep investigations on issues to track down the reasons to prevent future occurrences. Leading member of our cloud research and development team. Works directly with our Director of Information Technology.

- Provided training for all new hires, training them on supporting clients on Linux and Windows environments, explaining company policies and procedures, and prepared them to work independently

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
- Configured and maintained high availability clusters Using XenServer, load Balancing technologies.
- Built and configured cloud environments for clients using OnApp
- 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, optimizations

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 a flash player for online page-flip brochures made in InDesign for multiple clients to add to their websites.
- Developed Interactive PDF files for clients projects InDesign.
- Designed Ad champagne for CreativeEdge.com and multiple clients
- Designed Billboard Ads for Atlantic City Airport.
- Updated atlanticbarandgrillnj.com flash files to use ActionScript and xml for ease of changing photos and descriptions for the menu section and header of their site.
- Did a photo shoot for Atlantic Bar and Grill new menu items
- Rebranded and redesigned Shorepoint Communications web site and media packages.

Utmost Media, Toms River, N.J.

July 2005-December 2009

Sales / Project Manager / Developer

- Arranged meetings with clients to discuss their project for web design and branding package(s).
- Designed client's logos for branding package.
- Developed client business cards, calanders, brochures, menus, etc.
- Worked closely with clients to make sure branding package meets the needs of their company.
- Coordinated with clients to discuss eCommerce solutions for their business.
- Created online marketing strategies for clients business.
- Developed client's site for search engine optimization and managed Clients PayPer Click Ads.
- Utilized Google Analytics to track visitors and keep track of marketing campaigns.
- Designed and developed client's eCommerce site using Adobe Photoshop, Adobe Illustrator, Dreamweaver, CSS, Flash PHP, MySQL solution.
- Implemented Object Oriented Programming practices to simplify work between projects.
- Collaborated with clients to discuss maintenance contracts to maintain their new site.
- Setup Linux web hosting servers using Apache, Mysql, and PHP solution.
- Configured email servers for business web hosting using Postfix, Mysql solution.
- Designed internal network and backup solution for Utmost Media office.
- Maintained officer computers and servers.

Merrill Lynch, Plainsboro, N.J.

March 2003-June 2005

Senior Unix Administrator

- Preformed 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

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- 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

Middlesex County College / New Jersey Institute of Technology <i>Associate Degree, Information Security</i>	1998 – 2001
Diploma in Computer Technical Support	July 1997