**System Engineer Manager**

**IT Infrastructure \* IT Consultant \* Architect \* IT Project Management \* System Engineering**

**Employment History**

**Highlights**

A versatile result driven 26 years IT professional with exceptional analytic and critical thinking skills, writing skills, and communication skills. 7 plus years managing and leading technical team to design and deploy multi-platform multiple projects in a fast pace environment under time constraints. I am excelling at strategic planning, high performance team-building, project management, vendor management, implementation of best IT practices and continuous improvement process. I am highly praised by colleagues with ability to build, coach, motivate and lead highly effective teams across multiple technical disciplines.

An IT professional with hands on Networking, Security Firewall, Linux/UNIX/Windows experience which include system administration, performance analysis and tuning. I am a VMware Expert with extensive knowledge in SAN storage and Servers. I have many years involving security implementation, backup recovery, disaster recovery, high availability (IBM HACMP/Veritas Clustering/Windows Clustering), DNS, NIS, NFS, Sendmail, WebSphere, load balancer (F5, Radware, Network Dispatcher), Iplanet, Shark/EMC Storage implementation and maintenance, problem diagnostic of client/server software. Unix/Linux Shell Scripting.

#### Core Competencies

#### RHCE, MCSE, CCNA, VCP, ITIL Certified.

#### Operating System: MS Windows, Redhat Linux, AIX, Solaris.

#### Hardware: HP/IBM/CISCO USC Blade hardware, IBM pSeries server, IBM RS6000, E10K, V1280, Cisco ASA, Cisco switches.

#### Shells: csh, ksh, sh

#### Networking: TCP/IP, DNS, NIS, NIS+, NFS, Automount.

#### Languages: Java, C++, HTML, Perl, Unix shell scripting, MS SQL.

#### Database: Oracle, MS SQL.

#### Apps./Tools: WebSphere, Load Balancer, IBM HACMP, BMC Patrol, Tivoli, Veritas Cluster, sar, vmstat, snoop, mpstat, firewall.

**Producer Writer Guild of America (Burbank, CA) 2/2014 to 2/2015**

**Infrastructure, Network Operation Manager**

* Manage Engineers to run a world class IT technical operation. Taking directions from the CIO, I technically manage the entire IT stack from Network Core switches, Security, ASA firewall, VMware infrastructure, Exchange Email, Active Directory, Monitoring, VOIP, video conferencing.
* Manage network design, implementation, configuration and support for LAN/WAN.
* Designed and implemented Disaster Recovery/Business Continuity (DR/BC) process for Critical Application, Email, and VOIP.
* Implemented and provide excellent technical support for the call center utilizing Cisco VOIP (UCCX, CM, CUC, PRES, CUBAC, Paging).
* I upgraded the entire VMware Cluster infrastructure consisting 120 VM from 5.0 to 5.5.
* Support Compellent/NetApp/HP SANS Storage.
* Network ASA Security set-up and maintenance.
* Email, backup, AD System Administrations.
* IT Security Audit and Remediation.
* Design new Colo data center with fiber circuit, DR redundancy, PRI, SIP Trunk.
* Leading Engineer to provide support on Ethernet network routers, switches, bridges, repeaters, and hubs.
* Provide technical support on Polycom Video Conferencing.
* Multiple Project Management, Vendors Management, IT procurement.
* Driving Server efficiency, consolidation, licensing negotiations to save IT budget over 500K annually.

**SITA (LAX El Segundo, CA) 7/2013 to 2/2014**

**Lead Infrastructure Engineer/Site Manager** **5/2012 to 11/2012**

* Manage a team of Engineers to design and support LAX Airport LAN/WAN infrastructure.
* Manage a 4M annual IT budget in hardware/software.
* Technical escalation for Network issues, VMware environment, NetApp SAN and all related Airport system.
* Implement, migrate and administer VMWare 5.0, 5.5 running Windows/Linux that supports the Airport Management Systems products.
* System Administration NetApp/Dell SAN storage that supports Airport Management Systems product.
* Full Server administration of Microsoft Server 2003/2008 platforms and Microsoft cluster supporting high availability airport operations suite of applications.
* Server Administration of Redhat Linux, IBM AIX, Veritas Cluster Manager supporting Oracle databases and Baggage System.
* Designed and implemented Infrastructure monitoring system.
* Organize, lead, motivate and develop a professional team of Service & Infrastructure and Operations staff.
* Provide 7x24 technical escalation supports for the Airport and Airline.
* Technical hand on to manage Service & Infrastructure Operations support to internal and external customers in accordance with the terms of the customer contract and Service Level Agreements (SLAs).
* Act as the customer Single Point of Contact (SPOC), and co-ordinate the scheduling of intervention with customers and internal resolver groups ensuring the highest level of customer service and communications are maintained to resolve the fault and incident within the prescribed SLA.
* Ensure shortest restoral times possible, initiating the timely escalations to specialized resolver groups inside and outside SITA, according to the customer contracts, SLAs and monitoring requirements.
* Manage preventive and proactive maintenance of equipment and monitoring of systems and services in accordance with agreed schedules and customers expectations.
* Ensure the Service & Infrastructure Operations team adheres to the highest working standards for all incidents and problems by providing guidance, support and direct management.
* Manage tests on hardware and software components and be responsible for the co-ordination of acceptance testing with customers and third parties.
* Manage change management, configurations, design and implementation of the supported product and systems.
* Manage local suppliers/vendors in the provision of services for the SITA Service & Infrastructure Operations centers and report on services provided to management.
* Manage incident and problem management support to the highest standards and co-ordinate the resolution with the appropriate resolver groups. Reduced all Incident tickets by 80% through standardize system.
* Saving over 400K annually through vendors selection and licensing negotiations

**CalAmp (Oxnard, CA) 11/2012 to 7/2013**

**Sr. Infrastructure System Engineer**

Duties & Responsibilities included:

* Administer the VMWare Virtual Machine environment, NetApp SAN storage that supports Software as a service (SaaS) platform, COLT/PULS website for device firmware download, corporate infrastructure.
* Implementing and supporting multiple database environment including MySQL, PostgreSQL and open source application Apace, Tomcat, Subversion.
* Tuning and optimizing Linux environments, capacity planning for HA, and other typical enterprise level deployment activities.
* Supporting mission critical, 24x7, high availability, high volume operational environments.
* Implementing Linux/Windows Security, including strong SE Linux contexts, Iptables, access control, and logging.
* Architect, implement and support Linux/Windows disk subsystems, file systems, and middleware, NetApp SAN storage including full system lifecycle management from install to decommissioning
* Communicates risks to team leadership and/or management, project sponsors & vendors. Develops and executes mitigation strategies.
* Determines the impact on current/existing technologies and communicates impact to clients, sponsor, cross functional management and partners.
* Evaluates alternative operational efficiencies /business process change.
* Assist in conducting team building/development activities. Coaches, mentors, and trains technical staff.
* Makes presentations to cross functional management, sponsors, and/or partners.
* Responsible for deliverables, monitoring, communicating statuses & issues and financial management of projects.
* Obtains/ manages / reallocates resources to meet necessary goals.
* Plans, monitors, and tracks delivery of quality control and takes corrective action as appropriate.
* Communicates project information to all project team members, sponsors, and partners, as appropriate.
* Interact with internal senior executives and external personnel.
* Responsible for monitoring and communicating project status to all functional management, sponsors, and vendors involved, as appropriate.
* Develop and maintain business dashboards that summarize project elements rollouts including roadmaps, key objectives and critical integration points
* Develops project communication policy, procedures, escalation and risk management processes.
* Responsible for project budgets and forecast.

**INTUIT (Westlake village, CA) 11/2006 to 5/2012**

**System Engineer/Lead Project Engineer**

Supervise technical support staffs with the following responsibilities:

* Maintaining/Deploying an enterprise server farm of over 1000 servers ranging from Redhat Linux to AIX, Windows, and Solaris on a number of HP hardware & ESX VMware virtual machines. These servers are hosting complex Web, Apps.,Oracle database server with Veritas/Windows clustering.
* Conduct the installation of new software releases, system upgrades, evaluation and installation of patches and resolution of software related problems.
* Work with monitor group to create custom Monitor Alerts using CA tool on Linux, AIX, Windows hosts.
* Performs daily administration of computer systems (servers) to prevent outage and plans for optimized system resource utilization.
* Maintains integrity and reliability of server through the development of procedures and standards.
* Designs capacity planning analysis strategies on servers farm which include Linux, AIX, Windows and Sun Solaris.
* Assists in the development and implementation of standards for system/server maintenance and configuration.
* Automates routine maintenance tasks as appropriate. Ensures proper backups procedures are in place and in use.
* Work with developers/DBA to optimize system resource utilization.
* Provides server/systems related assistance to other departments as needed. Assignments are of a complex nature requiring technical knowledge and experience to develop and implement unique solutions.
* Development of effective team processes and procedures.
* Act as subject matter expert on assigned systems.
* Assists in the development and design of effective system backups and recovery which utilized NetApps VTL & Netbackup.
* Managed a team of Engineers to develop Disaster Recovery infrastructure.
* Vendor management, contract management, budget management & forecasting.
* Project manager of migration legacy storage to EMC SAN Vmax storage.
* Project leader on Netapps VTL backup with Decru DataFort Storage Encryption.
* Project manager of Netapp filers consolidation to centralized multihomed NetApp Filers.

**KAISER PERMANENTE (Pasadena, CA)**  **5/2001 to 11/2006**

**Sr. System Programmer- Technical project lead**

Lead technical team in setting the technical strategic direction, addressing both local projects and National initiatives include:

* Architect, implement and support Unix server groups for E-commerce, Web infrastructure, Medical applications, Tivoli monitoring system, and other application.
* Configure and manage UNIX file systems using AIX/VERITAS Volume Manager. Routinely create new file systems for newly hosted clients on both internal and external storage using SAN Shark & EMC.
* Architect, implement and support KPIT Project such as Kaiser Health Connect, Tivoli System monitoring, Web infrastructure, MailHub, Emergency Tracker System, Medical Image Archive, Back up and Disaster Recovery.
* Unix security planning & system implementation.
* Perform systems analysis, server performance and system hardware sizing.
* Design, code, test, and implement appropriate user requirements to support high-availability UNIX server services using HACMP/Veritas clustering.
* D/R server strategy & implementations in multiple Data Center. Sysback/Netbackup monitoring for servers backup.
* Coordinate with other KPIT departments in the implementation and ongoing support of UNIX client/server systems.
* Provide training & coaching assistance to junior staff members and related support group personnel.
* Provide 7x24 Escalation support for all software, hardware, and Unix infrastructure issues.
* Troubleshoot network integration issues as they relate to client/server computing.

**THE WALT DISNEY COMPANY (Burbank, CA)** **12/1996 to 3/2001**

**Sr. System Administrator**

* UNIX Systems Administration and General Support. Design & coding UNIX shell scripts to automated certain tasks such as boot up, daily system performance reports, backup and paging alerts.
* Unix/Linux system software upgrade, security enhancement, patches and software installations.
* Unix System Administration and Support on a Sun Solaris OS. Duties includes optimize, tune and rebuild kernel. TCP/IP, NFS, NIS, DNS, LDAP, Sendmail, Firewall, Open View monitoring, Veritas Volume Manager configuration and Unix shell scripting.
* Technical consulting lead on MailHub project to integrate all Email platform.
* Infrastructure escalation and support for intranet and GO.com website.
* Architect, implement and support HP SAN storage running financial application and companywide email solution.
* 7x24 3nd level escalations for all infrastructure, software and hardware technical issues.

**CITY OF HOPE NATIONAL MEDICAL CENTER(Duarte, CA)** **11/1992 to 11/1996**

**Technical Specialist Consultant**

* Provide technical leadership/support end to end in the Hospital Data Center from Network Routers/Switches/Firewall, Servers to Helpdesk.
* Manage LAN/WAN network infrastructure.
* Manage Email server and other custom applications.
* Provide System Administration support to Unix/Linux.
* Design and implement Network/System monitoring.
* Technical escalation for company Internet/External Website.
* Vendors Management on software licensing, new technology/projects.
* Participate in System Engineering review, Data Center designs, strategies and plans.
* Configured and implemented Veritas’ NetBackup version for all SUN servers. The backup activity is designed to run on separate segment of network to reduce network traffic.
* Monitored and tuned UNIX/Linux system to improve performance.

**THE RALPH M. PARSON COMPANY(Pasadena, CA) 11/1990 to 11/1992**

**Technical Project Manager**

* Manage technical support staffs to support Data Center infrastructure, Network, Storage and servers.
* Network Installation and maintenance of over 600 PC in an heterogeneous IT environment.
* Provided 3rd. level hardware and software problems support for project personnel.
* Manage project capital and operating budgets. Vendor management, Strategic procurement.
* Wrote a database program in FoxPro & Clipper to track computer equipment purchase and usage resulting an annual saving of $100K for the company. This led to the Project Quality Award.
* Additional saving of over 120K obtained through vendor contract/licensing renegotiation, redundant circuit lease and hardware usage optimization.

**COMPUTER SKILLS**

O/S IBM AIX, SUN Solaris, Linux, Unix, Windows, Macintosh, and MS DOS.

Systems Cisco/HP blade servers, IBM @server pSeries Family, SUN Solaris, DELL.

Software Apache, JBoss, VMware, WebSphere, IHS, WebLogic, Teamsite, WebTrend, Open Deploy, Iplanet, HP Open Views, Veritas Net Backup, Backup Exec, MS Back Office, MS Office.

Network Protocol ISDN, Frame Relay, X.25, and ATM Token Ring, Novell network, Ethernet network. virtual private network (VPN), Network-to-Network Interconnections (NNIs), SLIP, X.25, ISDN, PPP, AppleTalk, and TCP/IP.

Languages Perl, CGI, JavaScript, HTML, Power Builder, C++, Visual Basic. UNIX shell scripting, Windows scripting.

Database Oracle, MS SQL

**EDUCATION**

**Bachelor of Science Degree**

**Major in Computer Engineering with minor in Computer Science**

CALIFORNIA STATE UNIVERSITY, NORTHRIDGE

Emphasis in Programming Languages, Computer Systems Organization & Operation, and Data Structures & Warehousing.

Completed the following courses:

* Certified ITIL Foundation
* Redhat Certified System Engineer (RHCE)
* Unix advanced System Administration.
* Vmware Cerified Professional VCP
* NetApps Data Ontap Administrator.
* EMC various classes.
* AIX System Administration.
* Sun Solaris System Administration.