

Objective

My troubleshooting skills from the bottom to the top of the stack have positioned me to obtain a position as a systems engineer or systems administrator of Linux, UNIX-like, and/or Windows-based systems in a production environment.

Skills

Information Technology

Windows Server 2003/2008R2, Windows XP/Vista/7, IIS 6/7/7.5, Linux (Debian/Ubuntu, Red Hat Enterprise Linux 3/4/5/6, other distributions), OpenBSD 3.x/4.x/5.0, FreeBSD 6/7/8, Mac OS X 10.3/10.4/10.5/10.6/10.7, MySQL 5.x, PostgreSQL 7/8/9, Apache 1.x/2.x, Check Point, Netscreen, NetBackup 6.5, VMware vCenter 2.5/4.x/5.0 & ESX 3.x/4.x/5.0 (vSphere 4/5), Exchange 2003/2007, TriGeo, OSSEC, Hadoop, memcached/Membase, Splunk, PCI compliance, Nagios, Xymon, Zabbix

Development Languages

Shell scripting (GNU tools in particular), PHP, Classic ASP, VB, VB.Net, C++, SQL, JavaScript, XHTML, CSS2/3, Java, Ruby on Rails (RoR), Perl, Python

People

- Adaptable to various personalities and situations
- Positive attitude and easily approachable

Business

- Support clients with managed services during outages and firewall failures
- Thrive “under the gun” with site down and other P1 issues
- Work directly with clients for self-owned web design & graphics business
- Reliable and on-time

Experience

1998 - Present

InspireAwe Corp.

Redmond, WA

Principal

- Develop groundbreaking systems management software
- Design commercial and non-profit web sites for clients throughout the western U.S.
- Build PHP-based client management applications utilizing MySQL and PostgreSQL
- Work with other professionals in related fields to complete projects
- Many projects completed; some available for viewing at www.inspireawe.com

2011 - 2012

Apptio, Inc.

Bellevue, WA

Sr. Datacenter Engineer

- Managed monolithic Java-based application in Linux-based production environment
- Responded to P1 outage issues
- Troubleshot client issues

2011

MangoSpring, Inc.

Bellevue, WA

Sr. Systems & Technical Operations Engineer

- Built and managed virtual appliance-based version of the product
- Researched directory integration issues with the Ruby On Rails-based application
- Scripted repeatable processes in the environment

2007 - 2011

Concur Technologies, Inc.

Redmond, WA

UNIX Systems Engineer II

- Deployed and managed more than 100 Red Hat Linux systems supporting diverse functionality, all within a two-person team
- Supported development team and data mining initiative with deployment and maintenance of a heavily-loaded Hadoop cluster
- Identified repeatable internal processes and automated them with advanced shell scripting
- Represented several projects and teams on the internal Change Control Board (CCB)
- Built a centralized, enterprise-class VMware-based virtualization environment
- Mentored coworkers during physical-to-virtual project that virtualized 80% of the 1200-server environment
- Functioned as primary internal point of contact for all VMware-related questions and issues
- Implemented monitoring strategy and tools for unified management of Linux and UNIX systems
- Ensured Linux and UNIX systems interoperability within the majority-Windows environment

- Worked with security team to ensure Linux and UNIX compliance with Payment Card Industry Data Security Standards (PCI DSS)
- Supported automated data interchange processes with thousands of clients and vendors
- Developed PHP and PostgreSQL-based web applications supporting internal client support users
- Assisted with configuration of Hitachi SAN for off-site disaster recovery replication

2004 - 2005 **Breakwater Security Associates** **Seattle, WA**

Network Security Engineer

- Pioneered an internal migration from Microsoft Exchange 5.5 to Exchange 2003 single-handedly
- Assisted clients with system modifications and updates
- Responded to network and system outages under strict Service Level Agreements

Education

2005 - 2008 **University of Washington: Bothell** **Bothell, WA**

- *Attained bachelor's degree in Computing & Software Systems (June 2008)*

2004 - 2005 **Breakwater Authorized Training Lab** **Seattle, WA**

- Learned Check Point and Netscreen technologies
- Received education for Netscreen Certified Security Associate (NCSA) and Check Point Management I and Management II

2003 - 2005 **Cascadia Community College** **Bothell, WA**

- *Attained associate's degree (June 2005)*

2002 - 2003 **Sno-Isle Technical Skills Center** **Everett, WA**

- *Attained Certificate of Completion (June 2003)*
- Gained computer skills: Windows 2000 Server, VS.NET, web design, hardware
- Learned professional business procedures and etiquette
- Computer/Web Programming: 450 hours of experience