
Employment May 2008 – Current **Register.com / Web.com** Halifax, NS
System Engineer

Responsible for the entire Register.com Linux, database, storage and network infrastructure. Administered VMWare ESXi cluster with fiber channel 3par SAN backend as well as Netapp NFS filer heads. Currently supporting a large virtualized environment of 150+ Redhat Enterprise Linux servers running Apache, JBoss, PowerDNS, Exim and other software. Responsible for maintaining current and accurate documentation of systems as well as creating automation scripts. Participated in on-call rotation as primary 24/7 escalation contact for incidents with these systems.

Achievements include:

- Developed plan and migrated 20000+ web hosting customers from a local disk storage method to Netapp NFS based storage with a minimal interruption to service. Developed custom add-on and plugins for cPanel to integrate Netapp quotas and reporting. Migrated service again to new datacenter with minimal downtime.
- Designed and implemented geographical diverse corporate DNS infrastructure.
- Planned and implemented system wide changes to move Linux environment to PCI DSS 1.2 standard compliance including integration of a Hardware Security Module for encryption, implementing a Web Application Firewall and securing / hardening various system configurations to accepted standards.
- Planned and implemented migration of entire datacenter environment from storage to application layers focusing on minimal customer impact.
- Migrated large DNS infrastructure of over one million zones to a new infrastructure resulting in a query throughput increase of 70x.
- Built a strong reputation as the 'go-to-guy' for all technical issues. Frequently stepped in and provided expert troubleshooting for nearly every system in the company including development issues.

Feb 2008 – May 2008 **Liberated Networks** Halifax, NS
Software Developer

Responsible for development and maintenance of PHP and MySQL driven web applications. Coordinated with clients to develop requirements and timelines.

May 2006 – Feb 2008 **Keane Canada** Halifax, NS
Senior Consultant

Provided operational consulting to a leader in the financial industry. Responsible for the configuration and maintenance of several internally developed middleware applications running on Linux.

Specific duties include:

- Development of monitor, automation and support tools using Perl.
- Setup and testing of new applications.
- Maintenance duties of existing applications.
- Troubleshooting, identifying and reporting application bugs.
- Development of run book and support documentation.
- Answering support tickets from developers that use the supported applications.
- 24/7 escalation support via on-call rotation.

Mar. 2001 – May 2006 **Register.com** Yarmouth, NS
Network Operations Center Manager

Oversaw the daily operations of Register.com's Network Operations Center. Responsible for managing a team of up to 14 employees that monitored and escalated issues within Register.com's production network, which includes Linux, Solaris and Windows servers and their associated network infrastructure.

Achievements included:

- Completed a full overhaul of the department after transition from New York office resulting in a drastic increase in performance and efficiency. Oversaw or assisted in every detail including hiring, construction of facilities, procurement of equipment and training.
- Led the transition of the Software Quality Assurance team from New York to the Yarmouth office.
- Managed a small development team during a transition period from outside contractors.
- Implemented improved monitoring systems in Perl and PHP that allow for a real-time view of Register.com's environment.
- Created a new metrics reporting system in PHP for internal and vendor service level agreement adherence.
- Overhauled all existing documentation and procedures. Created a knowledge base system in PHP to store and provide easy access to this documentation via a MySQL backend.
- Developed additional applications for internal use in PHP and MySQL. Examples include Customer Service Quality Assurance tracking, an internal points reward system and a company wide performance evaluation tracking system.

Daily duties included:

- Developing policies and procedures to ensure that Register.com's production systems are adequately monitored and

incidents are quickly escalated to the correct parties.

- Developed and maintained service levels for identification and escalation of incidents.
- Troubleshooting Linux, Solaris and Windows servers and their associated applications in a large production environment of over 200 servers. Performing Linux/Solaris System Administration as required.
- Keeping detailed records of all outages and communications.
- Documenting of post-mortem processes to enable corrective measures.
- Responsible for development of monitoring agents and tracking systems in PHP and Perl utilizing MySQL and PostgreSQL databases.
- Responsible for maintaining service level of several ticketing queues.
- Overseeing Release Engineering team and performing production and development software releases as required.
- Providing liaison duties between business and technology departments for marketing and conversion analysis in relation to outages.

Jul 2002 – Feb 2003

Network Operations Center Supervisor

Sep 2001 – Jul 2002

Network Administrator

Solely responsible for supporting the network of RCOM Canada Corp's operations in Yarmouth, Nova Scotia. Administered a Windows 2000 active directory domain with approximately 120 computers and over 150 users. Performed general software and hardware troubleshooting for users as well as planning upgrades to the computer infrastructure. Also performed general support for Nortel Symposium Call Center Server and Nortel phone sets.

Mar 2001 – Sept 2001

Customer Service Team Leader

Education

Sep. 2000 – June 2001

NSCC – Burrigge Campus

Yarmouth, NS

Computer Network Technology

Completed program with honors. Details can be found at:

http://www.nsc.ca/Learning_Programs/Programs/PlanDescr.aspx?prg=CNTG&pln=COMNETTECH

Sep. 1999 – June 2000

NSCC – Kingstec Campus

Kentville, NS

Computer Systems – Management & Support

Completed program with honors. Details can be found at:

<http://www.nsc.ns.ca/calendar1999-2000/CSMS.html>

Skills

General Technical

- Extensive computer hardware knowledge.
- Extensive experience in all versions of Windows, OS X and Linux including experience with many different distributions.
- VMWare ESX 3.5 and vSphere 4.X
- Experience managing Netapp v-Series Filers focusing on NFS.
- Experience managing 3par SANs.
- Experience implementing and managing F5 BigIP load balancers both LTM and ASM.
- Experiencing implementing and managing Asterisk PBX.

Networking

- Experience wiring and maintaining Ethernet networks.
- In-depth knowledge of TCP/IP in both Internet and LAN related aspects.
- Extensive knowledge of DNS.
- Experience maintaining Microsoft Active Directory.
- Experience with Cisco devices running IOS and NX-OS

Development

- Fluent in XHTML and CSS.
- Fluent in PHP and Perl including large OO development projects.
- Experience with JavaScript, Microsoft Visual Basic, ASP (VBScript) and Python.
- Extensive knowledge of relational database design and administration using MySQL and PostgreSQL.

Personal

- Excellent troubleshooting, planning and documentation skills.
- Able to work effectively as an individual as well as a member or leader of a team.
- ITIL Foundations certified (2008).