

Kevin Anthony

Employment Feb 2008 – Current **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.

Specific duties include:

- Integration of new features into existing systems using PHP development.
- MySQL database design and implementation
- AJAX development.

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

Senior Consultant

Currently providing 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 incident 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.
- Implemented a 24/7 12 hour staffing solution to reduce required headcount without affecting service levels.
- 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.
- Administration of RequestTracker trouble ticket system.
- Keeping detailed records of all outages and communications.
- Documenting of post-mortem processes to enable corrective measures.
- Providing detailed reports to senior staff on incidents several times a week.
- 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.
- Scheduling and evaluation of employees.
- Providing coaching and training to staff on policies and procedure and their adherence.

Jul 2002 – Feb 2003

Network Operations Center Supervisor

Supervised team of four operators and three analysts which monitored all of Register.com’s internal systems. Responsible for diagnosing, repairing or escalating problems.

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

Oversaw Customer Service Representatives and their activities. Responsible for answering questions from CSRs as well as maintaining the operations of the call center floor.

Feb. 2000 – Sep. 2000 **Online Support Inc.**

Kentville, NS

Internet Support Technician

Provided tier one technical support for Telus BC Internet customers. Utilized extensive troubleshooting skills to solve connectivity and configuration problems regarding dial-up services, high-speed ADSL connections. Also performed duties of team leader, such as assisting other technicians with questions, when required.

May. 1999 – Feb. 2000 **Wolfe Computer**

New Minas, NS

Computer Service Technician

Responsible for servicing of personal computers including hardware and software troubleshooting. Other responsibilities included sales, phone support, on-site servicing, and on-site network configuration and troubleshooting.

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>

Certifications

- ITIL Foundations Certification

Skills

General Technical

- Extensive computer hardware knowledge.
- Fluent in MS-DOS, all versions of Windows and MacOS 9 - X.
- Fluent in Linux including experience with many different distributions.
- Experience administering Solaris.
- Fluent with all components of both Microsoft Office and Corel WordPerfect Suite.

Networking

- Ethernet networks.
- TCP/IP in both Internet and LAN related aspects.
- Extensive knowledge of DNS.
- Microsoft Active Directory.
- Experience with Cisco routers running IOS and Cisco Catalyst switches.

Development

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

Personal

- Excellent troubleshooting, planning and documentation skills.
- Strong skills in scheduling especially of 24/7 environments.
- Able to work effectively as an individual as well as a member or leader of a team.
- Excellent phone manners.