

Information Technology Polymath

Objective

Seeking a position as a systems analyst or information technology specialist. I offer extensive user and systems level support expertise, including knowledge of Linux, FreeBSD, and Solaris systems administration including NFS, NIS, DNS, Postfix, Sendmail, Exim, Apache, MySQL, PostgreSQL, LDAP, SCSI and SATA RAIDs, iSCSI and AoE Storage Attached Networks, Checkpoint, iptables and pfcat firewalls, network topology and engineering, wireless deployment, Cisco IOS, x86, ARM and RISC-based hardware, shell scripting, backup technologies such as Amanda, Veritas Netbackup and rsync as well as a background in dynamic content management programming and scripting utilizing SQL, PHP, Python, Ruby and Perl.

Work Experience

Systems Administrator

4/2007 - Present Samba Holdings, Inc., Albuquerque, NM

- Samba works in partnership with state governments to acquire, process, and report critical information to businesses, government agencies, schools, utilities, workers compensation organizations, and insurance groups and as such maintains significant information technology infrastructure for driver record databases. Responsible for providing system-level support and designing and implementing all network infrastructure, I build and maintain web, email, DNS, DHCP, SAN, NAS, database, firewall, authentication, application, software development and backup servers in a mixed Linux and Windows environment. I support the engineering team in performance tuning and scaling our infrastructure to meet the rapid growth and increasing sophistication of our products.

Systems Analyst II, Linux Administrator

8/2005 – 4/2007 University of New Mexico, Albuquerque, NM

- Responsible for providing system-level support of Linux, FreeBSD and Solaris based resources, hardware and software tools, including installation, configuration, maintenance, and support of these systems. Maintenance of web, email, DNS, NFS, DHCP, database, authentication, application, license and backup servers, among others. Design and implementation of network security including iptables-based firewalls, firewall appliances and overall network design. Maintenance of department-wide Wi-Fi network and assistance with systems design and engineering for research professors, some of which includes multi-processor and cluster systems as well as realtime control systems.

Lead Programmer/Executive Officer

9/2004 - Present Zenjo Consulting LLC, Albuquerque, NM

- Zenjo Consulting provides web development, online marketing and custom web-based software solutions to small businesses. As part-owner and lead programmer, my responsibilities include internal systems such as server administration and security, accounting and billing as well as development of content management and other dynamic systems utilizing open source tools such as PHP, Perl, Python, Ruby, MySQL and PostgreSQL. Support of end users occurs both via phone and email and primarily concerns web hosting and general networking issues.

Wireless Data Trouble Ticket Analyst

11/2002 - 10/2004 T-Mobile, Albuquerque, NM

- Duties included management and troubleshooting problems with T-Mobile's GPRS data network, working in concert with our technical and engineering groups to analyze root causes and implement fixes. Spearheaded several projects involving anything from coding Mac OS X hardware drivers for a PCMCIA GPRS modem to implementing several text-manipulation applications designed to streamline and automate some processes here. I've also done some PHP/MySQL database tracking/trending database work. I distinguished myself as the go-to person for any new software-based solutions for automating processes.

Tech Support Associate, Earthlink Tier 1

2/2002 - 11/2002 Clientlogic, Albuquerque, NM

- Phone-based troubleshooting Windows 9x/NT/2000/XP TCP/IP connections, as well as wireless handhelds devices and QNX-based thin client terminals. My responsibilities included manipulating multiple databases and notetaking systems, web-based as well as proprietary. Most of my work was customer-focused, but I also gained extensive experience mentoring coworkers.

Tech Support Associate, Micron Level 2

7/1999 - 2/2002 Clientlogic, Albuquerque, NM

- Phone and email-based troubleshooting x86-based PC hardware running Windows 9x/NT/2000/XP, as well as some Linux and BSD-based systems. My responsibilities included manipulating multiple proprietary customer databases and notetaking systems. Helped maintain a web-based technical knowledgebase. My primary responsibility was to identify hardware errors and walk customers through the installation of new hardware, as well as serving as a resource for less experienced technicians.

Education

5/2004 University of New Mexico, Albuquerque, NM

- Bachelor of Arts in progress
- Major in linguistics, minor in computer science. My particular interest is in human-computer interaction and natural language processing.
- Linux Systems Administration Certificate

Skills

C++ CSS DNS Exim FreeBSD GPRS networking HTML Linux
x86/ARM/RISC hardware Perl Photoshop PHP Postfix RADIUS Ruby shell
scripting Solaris SQL TCP/IP Networking Wi-Fi Windows 9x/NT/2000/XP/Server
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