**Tom Potter**

Cell: (877) IT-Admin [http://tompotter.com](http://tompotter.com/)

Full time only; no contracting, contract to hire, consulting, or full time for consulting companies please. Not available for travel. Relocation opportunities will be considered. Remote opportunities preferred.

* Senior Saas Platform Deployment Engineer
* Senior Systems Administrator
* Senior Systems Administrator Lead
* Network Operations Center Manager
* Webmaster (Project Manager)
* Network Operations Center Engineer
* Technical Support Manager
* Tier III Technical Support Engineer
* Manager Of Information Systems

## **TECHNICAL EXPERIENCE**

***Operating Systems:*** Windows, Linux (CentOS, RedHat, Ubuntu, Suse), Solaris, AS/400

***Software:*** Puppet, MySQL, Git, Postfix, Ecelerity, InterMail, Apache, Gunicorn, Nginx, Tomcat, HaProxy, Riak, Elasticsearch, Bind, Rsync, Squid, SNMP, Jira, Confluence, Oracle 9iAS Portal, VMWare, Bugzilla, RT, Clarify, Remedy, Dairyland, CamStudio, OpenVPN, Google Apps.

***Network:*** Cisco VPN Concentrator, BigIP Load Balancers, Netscreen, Alteon GSLB Load Balancers, Cisco Network Registrar, DNS, DHCP, SNMP, Ciscoworks, HaProxy, Centreon, Nagios, Zenoss, OpManager, New Relic.

***Virtualization And Cloud:*** VMware, ESX, Vcenter, VirtualBox, Amazon Web Services (AWS: EC2, Route53, VPC, S3, RDS, IAM, CloudFormation, AWScli).

## **CERTIFICATIONS**

* AWS Solutions Architect Associate
* A+
* Linux+
* Network+
* Center for Leadership Excellence Management Training – 2001

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## **PROFESSIONAL EXPERIENCE**

**Pitney Bowes, Austin, Texas (February 2015 ~ Current)**

**Sr. Saas Solutions Platform Deployment Engineer**

* Architect default deployment methodologies for all products in Amazon Web Services (AWS) using Cloudformation.
* Participate in a globally dispersed team to architect, code, and deploy platform components to support migration of multiple products to AWS cloud.
* Produce documentation and training videos to support deployment methodologies.
* Provide support to peers in deployment processes.
* Agile/Scrum.

**Pitney Bowes (contractor), Austin, Texas (June 2014 ~ February 2015)**

**System Administrator**

* Windows 2008 R2 Server and CentOS configuration, maintenance, and deployment.
* Development of deployment scripts for 3rd party applications (Bash, Puppet, Kickstart).
* Puppet development including custom modules and manifests.
* Splunk administration. ELK stack, Elasticseach, Logstash, Kibana.
* SaaS application maintenance and upgrades.

**Klink, Austin Texas (November 2012 ~ April 2014)**

**Operations Lead – System Administrator**

* Management of Linux systems in geographically distributed environment.
* Amazon Web Services: VPC, EC2, S3, IAM, RDS, Route53, SES, AWScli, Cloudformation.
* Developed management scripts in Bash, Json, Ruby and Cloudformation.
* Puppet configuration management and development.
* Deployed Nagios XI monitoring systems.
* Deployment and management of Splunk for logging aggregation.
* Jenkins to build deb packages. Apt repository management.
* Jira administration.
* Deployment and management of Mezeo file server clusters.
* Service management including Riak, Elasticsearch. RabbitMQ, Gunicorn, Memcached, Tika, HaProxy, Nginx, Tomcat, Puppet, NewRelic.

**Pitney Bowes (contractor), Austin, Texas (April 2012 ~ November 2012)**

**System Administrator**

* Windows 2008 R2 Server configuration and deployment.
* Solaris server configuration.
* ESX 5 and VCenter installation on Dell Blades. Virtualizing hardware servers.
* Kickstart development, PXE, DHCP.
* Linux OS hardening per DOD/STIG guidelines.
* Alienvault, Tomcat, HaProxy, Splunk.
* SaaS application maintenance and upgrades.
* Data center rack, stack, builds (RAM, CPU, Disks, interfaces,etc.), configuration and provisioning.

**Austin, Texas (April 2011 ~ April 2012)**

**Independent Contractor, Consulting**

* Installation, configuration and development of various open source applications including CMS, Ecommerce, and list managers.
* Amazon Web Services. Deployment and configuration. Data loss recovery.
* Magento development and deployment.
* Desktop Support (virus removal, data backups, data recovery). Office LAN management.
* Migrations to Google Apps.

**Lyris, San Jose / Menlo Park, California (June 2007 ~ September 2010)**

**Network Operations Manager ~ Senior Systems Administrator**

* Management of 1200+ collocated servers.
* Jira and Confluence Administration/development/deployment.
* Linux systems provisioning, builds.
* Administration: Cisco VPN Concentrator, Big IP Load Balancers, Netscreen.
* MySQL, Postfix, Ecelerity MTA, Apache.
* OpManager, Zenoss, Nagios, Nagvis, Centreon.
* Bash and PHP scripting.
* SaaS application diagnostics.
* Developed network status notification applications.
* Developed applications to generate Nagvis graphs from Nagios DB.
* Data center rack, stack, builds (RAM, CPU, Disks, interfaces,etc.), configuration and provisioning.

**TellMe Networks, Mountain View, California (February 2006 ~ September 2006)**

**Network Operations Manager**

* Managed a team of 4 employees.
* Management of 3000+ servers and networking equipment across multiple geographical locations.
* Network monitoring, diagnosis, triage and resolution of voice automation application issues.
* Generation of event reports and statistics.
* TDM and IP traffic management including ATT TFRC, MCI, MPLS, load balancers, and VOIP across multiple redundant data centers.
* Installation of software and hardware patches.
* Dispatch and management of escalations to telco, data center, systems, and network engineering.
* Represented the NOC in Change Control process meetings.

**Sun Microsystems, Palo Alto, California (June 2001 ~ June 2002)**

**Webmaster (1 year contract)**

* Managed RFP's. Negotiated hosting, developer, and maintenance contracts.
* Generated comparative analysis of application servers and vendors for website redeployment project.
* Documented business requirements for multiple internal certification stakeholders (SunTone).
* Project Manager of migration to new data center including application migration from legacy JSP application to Oracle 9iAS Portal, DNS, email, and all associated web services.
* Oracle 9iAS Portal database management and development.
* Implement network security policies (VPN, firewall, network topology).
* Implement web based bug tracking and project management services.

**ISP Channel, Mountain View, CA (September 1999 ~ May 2001)**

**Network Operations Engineer**

* Designed and deployed network status reporting applications (MySql, PHP, Perl, and Apache).
* Represented the NOC and Technical Support departments in Change Control process meetings.
* Drafted and implemented policies and procedures.
* Deployed, configured, debugged and administrated network monitoring applications for 1200+ devices on over 100 networks (ProactiveNet - Pronto Watch, SNMP)
* Programmed Cisco CMTS CLI application and Cisco Network Registrar to manage and provision devices. Implementation allows for provisioning multiple tiered product offerings.
* Created various QOS configuration profiles for client cable modems.
* Monitored satellite links, various WAN connections, DHCP, TFTP, and DNS services nationwide.
* Responded to and managed network outages as reported by customers, HP OpenView and other monitoring applications. Generate service tickets and managed service ticket queues.

**ISP Channel, Mountain View, CA (September 1999 ~ May 2001)**

**Technical Support Supervisor**

* Managed up to seventy Support Technicians for a high speed cable Internet service provider.
* Conducted weekly technical product training classes to improve technical team's performance.
* Conducted frequent evaluations such as monitoring and reviews of Technical Support calls to troubleshoot and redesign training operations.
* Interviewed Technical Support job applicants. Processed terminations.
* Formed strong working relationships with colleagues at all levels, serving as go-to technical resource for a wide range of technical issues.

**ISP Channel, Mountain View, CA (September 1999 ~ May 2001)**

**Tier III Technical Support Engineer**

* Responsible for all trouble tickets unresolved by Tier I and II Technicians.
* Managed escalation's assigned by Directors of Technical Support, Director of Customer Service, and VP of Field Operations.
* Approved and dispatched interdepartmental escalation's; NOC, Systems Engineering, Customer Service, Field Engineering and RF Technicians.
* Conducted RF signal diagnostics using SNMP and HP OpenView to analyze network issues.
* Email migration support and administration of InterMail server.
* Collaborated and provided requirements for SNMP mib development to be developed by General Instrument Corporation on their Surfboard Cable Modems.

**Earthlink Network, Burbank, California (October 1998 ~ September 1999)**

**Technical Support**

* Provided front line Technical Support for ISP clientele (Windows 3.1, Windows 95, Windows 98, Windows NT and IMac systems).
* Diagnosed and resolved network connectivity, hardware, and desktop application issues.
* Performed QA on multiple Earthlink Software Applications.
* Alternate Team Supervisor.
* Team member on pilot program for live chat Technical Support. Processing support email queue.

**Thompson Community Hospital, Burbank, California (January 1997 ~ September 1998)**

**Manager of Information Systems**

* IBM AS/400 Systems and Network Administrator.
* Data center relocation Project Manager.