

# Tom Potter

Cell: (877) IT-Admin

<http://tompotter.com>

I am available for 1<sup>st</sup> shifts (day), extended hours, and oncall. I am not available for permanent 2<sup>nd</sup> or 3<sup>rd</sup> shifts. Relocation opportunities will be considered.

- Senior Systems Administrator
- Network Operations Manager
- Webmaster
- Network Operations 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, HaProxy, 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.
Cloud:	VMware, ESX, Vcenter, Vsphere, Amazon Web Services (AWS: EC2, Route53, VPC, S3, RDS, IAM, CloudFormation, AWScli).
Languages:	Bash, SQL, PHP, Ruby, HTML, Javascript.

## CERTIFICATIONS

- A+
- Linux+
- Network+
- Center for Leadership Excellence Management Training – 2001



## **PROFESSIONAL EXPERIENCE**

### **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 Cloud Formation.
- Puppet configuration management.
- Deployed Nagios XI monitoring systems.
- Deployment and management of Splunk for logging aggregation.
- Apt repository management.
- Jira administration.
- Deployment and management of Mezeo file server clusters.
- Service management including Async, Riak, Elasticsearch, RabbitMQ, Unicorn, 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 4,5 Vcenter, and Vsphere installation on Dell Blades. Virtualizing hardware servers.
- Kickstart development, PXE, DHCP, TFTP.
- 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**

- 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.

**Spa Express, Placerville, California (August 2002 ~ December 2005)**  
**Proprietor**

- Contracted logistics services. Shipping, warehouse management, delivery and installation services.
- Delivery, setup, teardown of product displays for retail stores, trade shows and public events.
- Maintained a full time crew of 10 employees.

**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.
- Processing support email queue.
- Team member on pilot program for live chat Technical Support.

**Thompson Community Hospital, Burbank, California (January 1997 ~ September 1998)**  
**Manager of Information Systems**

- IBM AS/400 Systems and Network Administrator.
- Developed query report generation for A/R department.
- Developed system security implementation.
- Management of data backup and recovery process (tape).
- Dairyland application administration (Proprietary Hospital Administration Software).
- Application data extraction and conversion Project Manager.
- Data center relocation Project Manager.