

Robert B. Chase
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OBJECTIVE:

To work in the Systems Engineering group of an industry leading company where decisive thinking and dedication to rock solid systems are acknowledged and rewarded. Seeking an ethically responsible company that understands that its employees and customers are more than just numbers in a database table. They are integral parts of the design for sustainable large scale success.

PROFESSIONAL EXPERIENCE:

2010 Sr. Systems Engineer

Working as a Sr. Systems Engineer for a large professional services group within a thriving consulting company. Actively involved in daily operations of infrastructure and systems in an ITIL compliant systems environment. Working with Software Engineering and upper level management for capacity planning and performance evaluations of the production and staging environments to meet new and expanding system load demands. Support infrastructure systems running VMware Vsphere 4.0, CentOS, Redhat Linux, Jboss Application Server and Oracle Databases. Designed load testing and performed system tuning based on results of testing. Designed and implemented monitoring systems using Nagios and Munin to determine outages and downtime and track system performance. Implemented squid proxy to increase system performance and reduce bandwidth costs.

Internap Network Services 2008-2010 Software Engineering Lab Manager

Worked as a Lab Manager for the Software Engineering group of a large network services company. Sole Systems Administrator of Engineering lab with over 200 hosts and many routers and customized development and QA setups in public IP space. Assisted remotely with the administration of the San Jose Engineering labs. Involved in the Architectural design of complex lab systems that went on to become prototype products and eventually finished products put into production. Worked with developers on a daily basis collaborating on design requirements and lab setups for testing and software development. Worked daily with the configuration of Cisco and Foundry routers and switches in environments that simulated core and edge routing. Worked with hosts with a mixture of operating systems from Linux, Solaris, FreeBSD, and Windows. Assisted in the Development of a number of products including an embedded operating system router and a CDN "in a box" running under VMware ESXi. Actively Virtualized many lab hosts on an ongoing basis to preserve power and rack space within the lab. Responsible for Power, HVAC and network infrastructure in the lab datacenter. Active participant in Cloud Storage and Cloud Computing Engineering team providing lab resources and prototype setup and design.

Level(3) Communications 2008 Infrastructure Engineer

Worked as a front line Infrastructure Engineer at a global tier 1 backbone internet provider that is the largest IP network in the world. Provided initial triage on downed systems and severity 1 tickets in highly visible customer outage situations. Responsible for the initial triage of systems that are experiencing network, hardware and OS issues. Worked with systems running Solaris 7,8,9 and 10 on a daily basis on hardware ranging from brand new to legacy systems running custom applications and hardware. Hands on experience with midrange Sun hardware. Performed disaster recovery in the restore of filesystems from EMC Avamar direct to disk backup and Veritas Netbackup tape backup systems. Provided first line support for x86 based systems running various Linux flavors, VMware ESX and Windows operating systems. Performed data migrations on EMC Celerra NAS systems and other EMC SAN attached storage. Provided assistance and mentoring to other engineers and responsible for group's Unix technical documentation.

IBM Corporation 2007 System X Hardware Support Engineer

Worked as a System X support engineer on IBM's X series line of high end servers. Provide clients hardware diagnostic assistance on 3000, 5000, 7000 and BladeCenter line of products including JS20 and JS21 PowerPC (AIX os) blades. Provide hardware assistance on BladeCenter modules such as fibre fabric switches and many other high end I/O modules such as Nortel and Cisco ethernet switch modules. Provided configuration and disaster recovery for clients using IBM ServeRAID SAS/SATA and SCSI HBA's. Provided back line support for field engineers diagnosing complex problems with all types of System X hardware. Provided back line support for I series (AS/400) P series (RS/6000) and Midrange Storage groups for technical issues that overlapped into the system X family of products. Subject matter expert for x86 Solaris on blade center hardware. Wrote additional support documentation for the BladeCenter management module command line interface.

DTI Global 2006 Database Technical Specialist

Worked as a Database Technical Specialist in the advanced post processing branch of a large data processing company. Responsible for the export of customer data out of main SQL database into smaller databases for customer delivery. Performed custom searches of deliverable data and packaged them into smaller specific database packages for the legal industry. Wrote custom scripts and software for performing specialized data manipulation tasks. Consulted with Forensics department for data collection on UNIX and Apple systems.

Swedishantiques.biz 2003 to 2006 Webmaster / Systems Administrator

Worked as a Webmaster and Systems Administrator for the largest importer of Swedish antiques in the United States. Provided desktop level support to all company owned desktop/laptop systems and printers. Provided configuration and administration support to company mail and web servers. Responsible for the complete redesign of the company website as well as product photography, SEO (search engine optimization)

and Google Ad words administration. Provided 24/7 on call services for any desktop or server issue within the company.

XS International Inc. 2002 to 2003 Certified SGI Support Engineer

Worked as a software/hardware engineer for the largest reseller of pre-owned SGI hardware in the world. Wrote custom software used for diagnostic testing of hardware functionality in Perl to catch node board and other system problems before they were deployed into the field. Wrote custom software that automated the drive duplication process on a large drive array, which saved hours of labor in the production department that was spent installing individual operating systems. Performed detailed analysis of core dumps for hardware diagnostic purposes. Provided training and information for Production Technicians as well as other Engineers within the company. Worked with sales department, providing system configurations for hardware quotes and assistance in selling service contracts. Provided phone troubleshooting for onsite engineers and customers installing large system and installing the IRIX operating system. Setup and tested large multi-processor systems for customer deployment and worked with onsite installation of supercomputer class systems. Provided 24/7 onsite hardware replacement for support contract customers.

Silicon Graphics Computer Systems (SGI) 2000 to 2002 Support Engineer

Worked as a Support Engineer providing support to 24x7 Enterprise level SGI customers and internal systems. Provided back line support to system administrators of SGI Origin/Onyx supercomputers inside and outside the company. Experienced working with government and military customers in highly secure sites. Assisted Customers with system tuning to meet their high performance computing needs. Provided core dump analysis services to internal and external customers; often involving experimental customer code written in several languages. Worked with customer systems in security related problems where systems had been compromised and assisted in diagnosing never seen before exploits. Worked with customers of several systems on the top500.org supercomputer list on a daily basis.

BellSouth 2000 Project Manager / Database Administrator.

Worked as a project manager for BellSouth Corporation managing an external vendor providing web development. Responsible for the design deployment and maintenance of a vendor tracking database, which provided reporting information regarding the location and status of work files from the vendors. This database also provides tracking of the quality control and problems with the work done offsite. This application provided the project manager at the other firm with real data he was able to approach his design team with and ultimately improve their production quality and relationship with Bellsouth.

CNN Interactive 2000 Application Support Engineer

Provided support to several in-house custom applications that allowed the day-to-day publishing of the cnn.com website. Worked with the Web farm, Development and Network Operations teams to correct issues with servers and software issues. Also provided Unix workstation hardware and software support for users with technical difficulties.

Helios Medical 1999 to 2000 Systems Administrator

Responsible for the administration of the company's Dell Poweredge servers running Red Hat Linux. Supported internal mail, web, ftp and dns servers in addition to several development systems. Managed the transition between an external mail provider and internal Sendmail server with zero downtime. Created company intranet site from the ground up starting with an Apache web server and added functionality such as a technical support ticket tracking database and an employee listing. Created a Mirror server for intranet running Solaris 8. Supported developer Linux and Solaris workstations.

Mindspring Enterprises 1998 to 1999 Technical Support Representative

Assisted callers to the technical support center with the configuration of their Mindspring provided software. Provided troubleshooting data to the Network Operations Center for internal and external servers. Provided internal technical assistance for representatives needing help with Macintosh and Linux calls.

Premier Web Designs 1996 to 1998 Sales Manager / Project Manager

Consulted with clients regarding the design and organization of their sites and did initial sales calls. Provided HTML education for on-site clients. Assisted the Development team with various coding projects as well as bringing customers' concepts and ideas into reality. Managed the workflow of projects and acted as a contact for customers and development team.

Phoenix Computing Solutions 1996 to 1998 Upgrade Engineer

Provided upgrade information for AS/400 and System 36 Midrange mainframes. Upgrades included program versions for RISC AS/400's and Y2K compliance. Assisted with the installation of companies new AS/400 and the migration off of the existing System 36. Managed dismantling and disposal of old machine.

TECHNICAL SKILLS:

Certifications

- UNIX System Administrator Silicon Graphics Computer Systems 2001
- UNIX Network Administrator Silicon Graphics Computer Systems 2001
- UNIX Advanced System Administrator Silicon Graphics Computer Systems 2001
- CXFS (Clustered XFS file system for SAN Storage Area Network) Administrator Silicon Graphics Computer Systems 2002
- IBM System X Hardware IBM Corporation 2007
- IBM ServeRAID IBM Corporation 2007

Hardware

- X86 PC -Mac G3, G4, G5, X86 notebooks and servers
- SGI Workstation hardware Indy, O2, Octane
- SGI Supercomputer Class Hardware Onyx, and Origin 2000, 3000
- SGI TP9100 and TP9400 RAID arrays.

- Sun Enterprise, Midrange and Entry Servers
- Storage Tek L700 and SL8500 Tape Robots
- Sun A3500FC Fibre Array and D1000 HVD SCSI Array
- Cray J90, T3D, C90, Y-MP, X1 Supercomputers
- IBM System 36, AS/400 (I series)
- IBM System X Intel based servers
- IBM BladeCenter with X86 and PowerPC (RS/6000) blades
- IBM ServeRAID SAS/SATA SCSI HBAs
- IBM EXP500 Fibre disk array
- Dell Servers Powerededge 1950, 1850, 2950, R710
- HP C Class Blades and Blade Chassis
- HP EVA4000 disk array
- Cisco Switches and Routers, Cisco 2924, Cisco 7200 VXR G2, Cisco Catalyst 4003, Catalyst 5505
- Cisco IOS Cisco CatOS
- Foundry Switches and Load Balancers, Foundry Edge Iron 4802CF
- Foundry Fast Iron X448 10gb fibre ethernet, Foundry Server Iron XL
- Multi Mode SR and Single Mode LR HBA and networking optics and cabling.
- Brocade Silkworm 2400, EMC Connectrix DS-8, Brocade Silkworm 3800
- Qlogic Fibre Switches and HBAs
- Coraid ATA over Ethernet Storage

Operating Systems

- Microsoft Windows 3.1, 3.11, 95, 98, ME, NT, 2000, XP, 2003, Vista, Windows 7
- Linux (Suse Enterprise, Cent OS, Redhat Enterprise, Oracle Unbreakable Linux, Fedora, Debian, Ubuntu)
- Sun Solaris (2.51, 7, 8, 9, 10), OpenSolaris, Nexenta Project
- SGI IRIX (5.2.x - 6.5.22)
- Cray Unicos/MP
- MacOS (6, 7, 8, 9, 10.6)

Cloud and Virtualization

- VMware ESX, VMware Server/GSX/Fusion, VMware ESXi, VMware Vsphere 4.0
- Solaris Zones, Citrix XenServer, Open Source Xen, KVM, OpenVZ, Proxmox VE
- Amazon EC2, Rackspace Cloud

Languages/Applications

- C, Korn, and Bash shell scripting, Perl, C++
- GCC Compiler, IRIX MIPS Pro Compilers
- Legato Networker, CA Brightstor ARCserve, Veritas NetBackup 6.5, EMC Avamar
- Sendmail, Bind
- Netscape Enterprise Web Server, Apache Web Server, Squid Proxy, lighttpd
- HTML, SQL, PostgreSQL, MySQL, Oracle
- nmap, ntop, nessus, tcpdump, iptraf

Analytical Skills

- Network Security Analysis, Disaster Recovery Planning, Load and capacity analysis
- System and kernel tuning, Hardware diagnostics and troubleshooting
- Network troubleshooting design and deployment
- SAN design and deployment, Systems and Network Architecture

Software

- Adobe PhotoShop Adobe Illustrator, Adobe Premiere, Adobe Image Ready
- Macromedia Dreamweaver
- BEA Weblogic, Jboss, Tomcat
- Windows Active Directory
- Windows DFS (Distributed File System), Microsoft Active Directory
- Doculex Discovery Cracker, Concordance v8, Summation, Ipro, Opticon
- Microsoft Word, Excel, Project, Access, Outlook, and Visio
- Google Apps, Rally Project Tracking
- IBM Director, HP Openview, Nagios, Cacti, OpenNMS, Zenoss, Munin

EDUCATION:

Clayton State College 1992-1994

Dekalb Technical Institute 1994-1996

Certification: UNIX Systems Administrator 2001

Certification: UNIX Network Administrator 2001

Certification: UNIX Advanced Systems Administrator 2001

Certification: Clustered XFS File system Administrator 2001

Certification: IBM System X Hardware 2007

Certification: IBM ServeRAID 2007

WEBSITE:

<http://www.systemv.org> - My personal web presence with details about my home testing lab, whitepapers I have written, and my blog.

SUMMARY:

I have worked with systems both extremely large and small with a myriad of different operating systems. I believe that one never stops learning and I actively learn new technologies that can provide my employer the best solutions for their business needs. My background provides me the vision to adapt to new environments and situations quickly while providing superior service. Having worked with such a wide range of hardware and software gives me the ability to “see outside of the box” and adapt solutions that solve problems in other environments to current problems. I have found that there is no one set of tools to solve every problem in every environment. I actively seek out tools regardless of their platform or background to solve the problems that I encounter daily.