

David Thomas

300 Patricia Lane

Mount Washington, KY 40047

Email: resume@digitaldogma.org

Summary

Network/Systems Administrator with over 5 years experience building, troubleshooting, and supporting Linux, Solaris, and Microsoft Windows based networks. Current experience with most Internet technologies including Apache/Tomcat/JBoss//PHP, IIS/ASP/ASP.NET, Bind (versions 8 and 9), MySQL, PostgreSQL, Microsoft SQL Server, as well as bash/sed/awk/perl scripting and IPSec VPN configurations.

Adapt at dealing with people to provide end-user support, as well as advice for scopes of work, and acting as a liaison between project requirements and hardware/software specifications.

Related Experience

Product Support Engineer for SourceForge Enterprise Edition at CollabNet

May 2007 - Current

- Technical lead on all hosted and on-site Subversion issues.
- Technical lead on transition of hosted customers from of site hosting to in house.
- Trained CollabNet employees on management of SourceForge Enterprise Edition application.
- Maintained all previous responsibilities from position at VA Software.

Product Support Engineer for SourceForge Enterprise Edition at VA Software

November 2006 - May 2007

- Provided customer support for SourceForge Enterprise Edition.
 - Answered questions via phone, email, and ticketing system on a a variety of technologies used with SourceForge; including CVS, Subversion, SSH, James SMTP server, JBoss, Apache, and PostgreSQL.
- Maintained Hosted Edition Customer servers.
 - Remote system upgrades using SSH and iLO (Integrated Lights-Out).
- Creation, deletion, and loading of CVS and Subversion repositories.
- Automation of tasks using perl, bash, and cron.
- Created and maintained user documentation.
 - Created new and edited existing knowledge base articles.
- Compiled list of frequently asked questions from user forums, and provided answers FAQ.
- Participated in 24/7 on call rotation

Networking Specialist for nextSource on assignment at General Electric

Louisville, KY June 2006 – November 2006

- Managed CVS repositories
- Supported IIS and Apache web servers.
 - Deployed, monitored and maintained Apache / Tomcat applications.
- Configured and maintained IIS web servers
- Created and maintained remote access to Windows 2003 servers using SSH tunnels.
- Assisted DBAs in accessing Windows SQL servers.

Tier 2 Unix Support at Hosting.com

Louisville, KY January 2005 - June 2006

- Headed deployments of new dedicated and co-located customers.
 - Configured HP/Compaq hardware for web and SQL servers
- Installed operating systems using Microsoft ADS, and Red Hat Kickstart scripts
- Configured Cisco Local Director for load balanced server configurations

- Supported dedicated, co located and shared customers
 - Provided technical advice for scopes of work.
- Documented troubleshooting procedures that were then used by co workers.
- Worked with a variety of operating systems including Red Hat, Debian, Solaris, and Windows 2000/2003 Server.
- Worked with a variety of Web technologies including Apache, Sendmail, MySQL, PHP, Perl, Internet Information Server (IIS), Merak Email server, and Cold Fusion.
- Provisioned new customers on Windows/Linux/Solaris servers including web, email and DNS setup.
- Monitoring of Network and Servers
 - Investigated monitor alerts using standard TCP/IP tools, ping/traceroute/telnet/ssh/dig.
- Created scripts and automated processes to delete log files/restart services automatically.
- Participated in 24/7 on call rotation.

Network Administrator at Truststaff

Cincinnati, OH August 2004 - January 2005

- Maintained corporate website
 - Edited existing ASP based website to add and remove features.
- Created and updated stored procedures in Microsoft SQL Server database.
- Generated reports from Microsoft SQL Server database using perl via an ODBC connection.
- Goldmine Contact Manager
 - Created/deleted/updated custom screens and fields.
- Updated tables via perl and an ODBC connection to the dBase back-end.
- Generated reports from the database with perl and MS Access.
- Phone System
 - Ran new lines from punch panel to wall outlet.
- Managed users voice mail boxes.
- Configured and tested VoIP phones.

System Administrator at Signalysis Inc

Cincinnati, OH February 2002 - March 2003

- Maintained internal network of desktop machines running both Windows NT 4.0, and Windows 2000.
- Maintained Red Hat Linux servers that provided many services to the internal, as well as the external network.
 - Samba , FTP (proftpd) , Bugzilla (Apache/Perl/MYSQL) , Iptables Firewall , DNS/DHCP
- Made customizations to Bugzilla install, including modifying Perl code, and the MySQL database.
- Monitoring of internal network using MRTG and snmp
- Converted existing bug database from DCS reports to Bugzilla using standard UNIX GNU tools (grep, sed, awk) and Perl.
- Implemented IPsec VPN using FreeS/WAN, and PGPNet/SSH Sentinel.
- Managed Backup schedule using BRU (Backup and Recovery Utility).

Customer Care Technician at UltraDNS Corporation

San Mateo, CA August 2000 - May 2001

- Provided technical support for the managed DNS service.
 - Assisted users with creation of MX/A/CNAME and other DNS records.
- Troubleshooting DNS problems via phone and email.
- Deployed user accounts.
 - Manipulation of large (1000+) lists of zones using standard GNU tools, i.e. grep, sed, awk, cat.
- Use, and modification of perl scripts to insert zones into database back-end.
- Monitored global network
 - Basic troubleshooting of network issues using ping/traceroute/telnet/ssh .
- Worked with co-location engineer to resolve connectivity issues.

Education

Attended Maysville Community College and Northern Kentucky University between 1996 and 2000