

Daniel Doughty

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Objective

Locate new opportunities to expand my IT knowledge and solve problems while not working in the payday loan or black hat industries without relocating.

Work Experience

SAN Engineer and Systems Administrator

4/2008 - Present NIC, Olathe, Kansas

- Provides 24 by 7 systems support on site and remotely for EMC cx300 and cx700, AX 4 and over 1000 mid-range unix(RHEL 4 & 5 Linux, CentOS and Solaris), VMWare ESX (2.5-4.0) and Windows Server 2003/8 platforms. Authors BASH, perl and SED scripts to monitor system performance and to improve daily activities.
- Located misconfiguration in new EMC cx700 SAN and VMWare LUN mapping that would add complexity, limit usage and cause intermittent errors. Escalated to vendors to build case to convince co-workers of need to reconfigure.
- Installed, Configured and Maintained Replication and upgrade from 3.7 to 5.0 of 8TB EMC Avamar pair with a one-off 1TB grid for a customer with special needs.
- Created screencast training sessions that allow teammates to train anywhere in the world, on demand and repeatedly thus increasing consistency of team knowledge.
- Certified backup and database retention policies for PCI and SAS70 compliancies.
- Primary admin for Source Control Management(CVS/SVN), Data Domain and Red Hat. Primary maintainer of internal wiki documentation which allows Windows and Unix admins to solve simple problems without escalating during off hours.
- Maintains Nagios and ServiceUptime monitoring systems to provide tiered alerting to on-call rotation and external customers to reduce time to restoral.
- Built business case for acquiring Data Domain backup appliances to ensure business continuity and remove difficult to deduplicate databases from Avamar.
- Installed cross replicating DD670 Data Domain pair to allow DBAs to use GRID backup functionality, thereby decreasing MTTR and ensuring DBAs are notified of failed backups so they can fix them immediately rather than in the morning.
- Migrated Alabama services off of Solaris 9/10 to Red Hat running on VMWare ESX 2.5 thus eliminating a non functioning load balancing app server and added redundancy via F5 pools making the business unit easier to maintain and ensuring higher service uptimes. Later on upgraded system to ESX 4.0 to provide more seamless SAN migrations.
- Migrated Idaho Web and Application services off of Solaris NFS file server onto NetApp OnTap appliance including eliminating unwieldy ACL implementation that was not providing any business value.
- Developed Red Hat patching procedure that ensures a consistent baseline thus eliminating a source of change that increases time to analyze outages.

Systems Integrator IV

7/2004 – 12/2007 Sprint Nextel, Overland Park, Kansas

- Supported Openwave PDR and Comverse SMSC services. Implemented various MVNO relationships including Disney, ESPN Mobile and Movida.
- Acquired and integrated 5 HP Integrity rx 7640 8 processor systems running Oracle 11 with partition to allow recording of 2 weeks of messaging activity for mobile users. Database received 78 million records a day in new inserts.
- Worked on team to migrate Shortmail/Webmail platform from Boston datacenter with proprietary web servers to Geographically Redundant iPlanet installation consisting of web servers, application servers and multi-master LDAP replication.
- Provided 24 by 7 Top Tier systems support on site and remotely for over 500 mid-

range unix(Sun, HP, Linux and AIX) platforms. Provided root cause analysis on system issues, tailored existing rulesets to improve performance.

- Implemented 4 C60 and 6 X1000 Ironport anti-spam appliances to protect mobile customers from spam and malware.
- Performed billing audits that located a 4% loss in revenue from a particular platform. Partnered with vendor to add further granularity to their billing information and thus added 73 million in annual revenues.
- Used network troubleshooting tools, tcpdump, wireshark, ping, traceroute, and telnet, to locate problems with firewalls and routing tables.

Systems Integrator III

2/2002 - 6/2004 Sprint Nextel, Lenexa, Kansas

- Administered 46 Sun x86 Servers, 5 Sun Netras, 2 4800 and 6800 Sunfire Systems, 6 420r Sun Servers, 2 HP N class Servers, and 12 HP J class Servers.
- Monitored systems for intrusions and proactively patch and scan for security flaws as necessary while on the PCS Voice Authentication(HLR/WSCP) and provisioning(ESM) team known as Wireless Intelligent Networking(WIN).
- Coordinated with Testing Lab, Translations and Planning groups to ensure consistent growth of capabilities commensurate with subscriber additions.
- Performed hardware and software maintenance in order to sustain application uptime of over 99.9%. Troubleshot SS7 communications.

Configuration Analyst

8/2000 - 1/2002 Midwest Consulting Group for Sprint ION, Kansas City, Missouri

- Ensured server standardization via clear, concise and consistent communication of hardware configurations and deployment procedures, while resolving hardware/software platform problems in complex, layered, client/server-based software.
- Supported 25 Production mid-range servers and 75 development and testing servers. Models include Sun 3500, 4500, 200 and 400 series. Also supported K, L and M class HP-UX servers.
- Implemented Sun Resource Manager solution that allowed more efficient use of processors by single-threaded process. This eliminated the need to acquire more servers.
- Supported 50 users from 4 development teams.

Senior Systems Analyst

4/2000 - 8/2000 Midwest Consulting Group, Kansas City, Missouri

Project: Hallmark.com -Technical Services Team -

- Responsible for the technical operations, software installations, and system operations of twenty-seven Sun Enterprise 450, three Sun Enterprise 250, and two Sun Enterprise 4000 UNIX systems in support of an around the clock commerce web-site.
- Performed backup and recovery operations for Oracle databases on raid arrays.

Senior Systems Analyst

5/1999 - 4/2000 Cubic Applications, Inc., Leavenworth, Kansas

- Responsible for overall technical operations, software installations, and system operations of dozens of PCs, Sun Ultras and Enterprise 400s & Silicon Graphics O2 UNIX systems in support of seven critical, computer assisted military exercises worldwide. Responsible for 3 direct reports, international travel and logistics.
- Troubleshot system anomalies, conducted tests and validated all Engineering Change Proposals.
- Prepared technical briefings and advice to government customers pertaining to all issues of the Unmanned Aerial Vehicle and Air Force Joint Surveillance Target

Attack Radar Intelligence systems.

- Installed networks utilizing modems, MUXs, Cisco routers, switches, and firewalls.

Unix System User

5/1995 - 5/1999 U.S. Army, Fort Hood, Texas

- Configured, operated and diagnosed Solaris SPARC UNIX systems and intelligence processing software in a networked environment.

Education

2010 University of Kansas, Lawrence, KS

- BA, Slavic Languages and Literature.

Skills

Apache Application Server(Resin, Tomcat, Weblogic) Avamar BGP

BigIP F5 Load Balancers Clariion SAN CORBA CVS DataDomain DNS

EMC Powerpath HP ServiceGuard HP/UX HTML Iplanet Java Linux

MySql Nagios NetApp Netbackup NFS NIS Openview Oracle

PCI Compliance Perl Programming Rsync SAS70 Compliance SCP

Sed/Awk Programming Sendmail Shell Scripting SMPP SMTP

Solaris 5.7-10 SOX Compliance SSH Subversion(SVN) Sun Clustering

TCP/IP traceroute Unix Veritas Cluster and Foundation VMWare

Weblogic Windows Server 2003-2008 Wireshark