

Henry Reynolds

System Administrator
3205 Clawson Rd
Austin, Texas 78704
Phone: (512)699-8658

Summary

I have twenty years experience as a UNIX System Administrator with strong supporting skills in networking, facilities, software engineering, performance testing, monitoring, security, applications and customer support. I have supported hardware engineering, software development, and production environments. I have been responsible for day-to-day operations as well as project planning, architecture and deployment. I have designed, built, deployed, and maintained systems in a 7x24 production environment. I have collaborated with Engineering, QA, Customer Support, and other teams to define and meet standards for service availability. I have designed and implemented monitoring to detect and report issues within those environments. I have worked to establish processes and document procedures to be followed by more junior systems administrators who I have managed and mentored.

Experience

2004 – present

Sr. System Administrator

Cisco – Remote Operations Services Austin, Texas

- Primarily responsible for all internal network and system monitoring. Maintained nagios cluster that monitored around 300 servers, switches, and routers.
- Deployed LDAP Directory with Kerberos authentication to datacenter machines
- Utilized cfengine to maintain consistent configurations across several hundred machines running assorted versions of RedHat and Solaris.
- Created infrastructure for computer life-cycle from automated installation to monitoring and maintenance.
- Installed and maintained software in a 7x24 production datacenter including: Veritas clusters, HP service guard cluster, Tivoli Proviso and Netcool, Cisco ANA and CMM.

2002 – 2004

Operations and Network Administrator

Salion, Inc. Austin, Texas

- Created a redundant network for our production web services. Setup Cisco PIX firewalls, Cisco 7206 routers, Cisco CSS (Cisco load balancers), and multi-path backbone.
- Supported multi-tiered web-based application in a high availability environment.
- Wrote documentation for network maintenance and disaster recovery.
- Migrated database systems from Solaris Disk Suite to Veritas Volume Manager to take advantage of multiple disk controllers and multi-path I/O on a pair of A5000 disk arrays.
- Developed a framework for automated software deployment using cfengine.
- Expanded monitoring of network equipment. Wrote extensions to Big Brother monitoring software, setup SNMP and MRTG.
- Maintained all of our essential network services including Sendmail, DNS, NTP, Jumpstart, bugzilla and CVS.
- Setup a help desk for use by Professional Services.
- Supported Windows 2000 desktop computers, Microsoft Exchange server, and administered backups using Veritas.

Experience

2000 – 2001

System Administrator Excite@Home Corp. – Product Operations Austin, Texas

- Supported multi-tiered Web services in a high availability environment for Excite.com including Chat, Planner, Invite, Alerts, Excite UK, Excite France, and Excite Austria.
- Responsible for all aspects of product operations: operating systems and software installation, performance tuning, network, and hardware setup.
- Principal liaison between the software developers, database administrators, and systems support staff for these products.
- Served as technical lead on team that migrated services from SPARC Solaris to LINUX and Solaris_x86 resulting in a savings of over seventeen million dollars in capital with improved uptime and speed.
- Setup and maintained Kickstart unattended network installation for productions machines.
- Developed specification and supervised development and the deployment of SUDO to over 2400 servers.
- Supported multiple teams of software developers writing software destined for front-end web servers. Installed and maintained production services on a variety of systems and Operating system platforms.
- Installed and maintained RT; a web based request-tracking system.
- Authored operational documentation for use by Excite server operations center.

1998 – 2000

Senior Network and UNIX Administrator The Silicon Group, Inc. Austin, Texas

- Computer Consultant for several companies in Austin, Texas.
- Setup networking, email, backups, and Internet access.
- Performed all other required network and computer services for clients.
- Documented network and computer systems and trained technical personnel.

1990 – 1998

IS Manager/System Consultant ROSS Technology, Inc. Austin, Texas

- Directed all aspects of computer/network configuration, operation, and maintenance.
- Hired, trained, and managed staff of eight System Administrators.
- Provided 24-hour support for over 300 users at four offices in Austin, Texas and San Jose, California.
- Purchased and installed 500 port PBX.
- Expanded company network by a factor of four.
- Installed help desk system.
- Provided on-site technical support for customer 100 CPU cluster.
- Served as Sales Engineer.

Education

1987

Bachelor of Arts - Computer Science The University of Texas Austin, Texas

Platforms

Solaris, BSD, Linux, Mac OS X, Cisco, Arrowpoint, Alteon, Fore, AIX, HP-UX, Auspex, Windows Veritas C, Perl, HTML, awk, sed, bash, ksh, csh.