

# Dave Jackson

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## Summary

Over 10 years working in Information Technology with extensive experience in the areas of Unix system administration and Internet technologies. Other skills include application and end user support, performance testing and tuning, excellent verbal and written communication skills, writing technical documentation and training both users and coworkers on various software packages and technologies.

## Employment

**01.2007 - Present**

**Condé Nast Publications**

**New York, NY**

**Senior Analyst, Application Administration**

Application administration and support for over 30 production web sites (nearly 100 sites across all environments).

- Architecture and administration of PCI compliant ecommerce web services infrastructure to support targeted advertising on Condé Nast web sites.
- Site deployments, maintenance and on-call support.
- Small scale development in Perl, PHP, Python
- Hardware environment consists of over 200 servers ranging from SPARC hardware running Solaris 2.8 & 2.10, x86 hardware running both x86 Solaris and RedHat Enterprise Linux and some Windows 2000 servers.
- Software support for IBM WebSphere 6.0 & 6.1, JBoss 4.0.5, ATG 2007, Linux/Apache/MySQL/PHP, Jive Forums software, Caucho Resin and Visual Sciences for web analytics. Development software supported includes IBM Rational Clearcase and Interwoven Teamsite.

**01.2005 - 01.2007**

**Flextrade Systems, Inc.**

**Great Neck, NY**

**Senior System Administrator**

Unix system administration for core infrastructure as well as desktop (Linux, Windows) support.

- Responsible for Unix system administration tasks in the dev, QA and production environments across Solaris, RedHat, Debian and Gentoo systems. Also responsible for some Windows XP and 2003 Server administration tasks. Part of a small, 3 man team responsible for all systems within the company.
- Replaced ISP-hosted SMTP/POP/IMAP services with in-house system running on Gentoo Linux with Postfix, Courier IMAP and both Squirrelmail and Horde/Imp as webmail clients. OpenSSL and SASL are utilized for authentication and user, domain and alias databases are stored in OpenLDAP.
- Built monitoring and notification system on Gentoo Linux with Nagios, Cacti and SNMP.
- Relocated www.flextrade.com from an ISP hosting service to in-house Gentoo Linux server running Apache 2 and PHP.
- Remote support for London office
- Implemented Best Practical's Request Tracker ticketing system for sysadmin team to increase quality of service.
- Built and deployed an internet web/ftp proxy using Squid Web-Caching Proxy with Squid Guard for access control and monitoring of desktop internet usage.
- Re-architected DNS with BIND9.
- Replaced NIS on Linux & Solaris with OpenLDAP.
- Implemented DHCP to replace static IPs on desktop network.
- Helped re-IP entire corporate network in preparation for adding connectivity to remote sites via VPN.
- Deployed opensource productivity tools such as eGroupWare and SugarCRM.
- Attended Asterisk Boot Camp and implemented small proof of concept PBX & network in preparation for office migration to VoIP.
- Various administration tasks using Bash and Perl scripting for backups, MySQL database maintenance, etc.

**10.2003 – 01.2005**

**The Columbia House Co.**

**New York, NY**

**QA Engineer**

Performance testing of both web applications and back-end systems.

- Performance testing using Mercury Load Runner, Perl and Bash scripting.
- Tuning and debugging BEA WebLogic 8.1 server applications using WLSHELL and custom shell/Perl scripts.
- Systems & application monitoring of Solaris and RedHat Enterprise Servers. Data is gathered via sar, Perl and shell scripts and reported via the Zabbix monitoring tool (Apache, PHP, MySQL)
- Build and deployment of applications within BEA WebLogic into QA environments using Maven, Apache ANT and CVS.
- Responsible for Unix system administration tasks in the QA environment across Solaris & RedHat systems. Part of a very small team responsible for ensuring the performance of the Columbia House systems.

**04.2000 – 10.2003**

**Walt Disney Internet Group**

**N. Hollywood, CA**

**Software Engineer**

Unix system administration and support for all of the Walt Disney Parks online travel sites.

- Performance testing and administration of online reservation system built on Apple WebObjects application server, Netscape Enterprise Web Servers and Oracle databases. The online site interfaced with a back end reservation engine running on Sun E10k servers.
- QA engineering and administration on a project to replace Apple WebObjects reservation system with IBM Websphere.
- Performance testing and support during a migration of core Walt Disney Parks content sites from an in-house content management system to Vignette v6 Content Suite (on Solaris and Windows 2000)
- Load testing and performance tuning of the online e-commerce and content travel sites using Segue's SilkPerformer and Unix tools such as vmstat, iostat, sar, top, etc.
- Built load testing environment for running many distributed internet applications. The environment consisted of both off the shelf and self-created performance monitoring applications, automated data collection and dynamic load generation tools. The environment spanned over 15 systems (Linux, Solaris & Windows 2000) and many networks located in Florida, California, Washington and New York. In addition to executing the performance tests, my responsibilities involved coordinating those tests with both human resources and hardware resources in different time zones and across both Walt Disney Company subsidiaries and third parties.
- Implemented and administered a QA portal in Apache, PHP Nuke and MySQL on Red Hat Linux. The portal integrated site monitoring, performance reporting, a QA document repository (including FAQs, a QA glossary, white papers, etc.) and a news section to report on the status of QA projects.
- Part of a small team designed specifically to service the internet related needs of many larger groups within the Walt Disney Company.

**10.1998 – 04.2000**

**Mapquest.com**

**Denver, CO**

**Unix System Administrator**

Unix system administration and support for the Mapquest.com web site.

- Standard Unix system administration tasks, monitoring, script development and developer support.
- Administration of DNS, mail (POP3, IMAP, Sendmail), and Samba on Linux for UNIX, Linux, MS Windows interoperability.
- Installation of SSH, TCP Wrappers and other security related software.
- Installation, configuration and testing of Mapquest data, software and web servers for both Mapquest and other companies who license the Mapquest services.
- Participated in benchmarking proprietary software running in a distributed environment and helped to architect and implement an ideal environment for software to run in using sar, truss, and standard UNIX command line monitoring tools.
- Part of a team responsible for a major website architecture overhaul to accommodate better load balancing and increased performance.
- Implemented load balanced DNS across 3 datacenters via f5 Labs 3DNS product.
- Implemented load balanced site traffic across 3 datacenters via f5 Labs BIG/ip product.
- Environment consisted of >100 machines (Sun Ultra 2s, Netra t1s, Enterprise 250s/450s running Solaris, PCs running Windows NT, Linux and FreeBSD and SGI Indys running Irix)

**06.1998 – 10.1998**

**K N Energy, Inc.**

**Lakewood, CO**

**Unix System Administrator**

Unix system administration and support for the K N Energy web sites and internal infrastructure and systems.

- Shell and Perl script development and documentation
- Hardware, software and networking troubleshooting
- Weekly maintenance including reboots and shutdown/startup of applications
- Installation and upgrades of hardware, software, operating systems, patches
- DNS administration
- Sendmail configuration and integration with MS Exchange
- User training
- Environment consisted of 24 HP-9000 800 series machines running HP-UX, 3 IBM machines running AIX and 2 Sun Ultra 2s running Solaris
- Introduced Slackware Linux into the system administration environment

**08.1996 – 06.1998**

**K N Energy, Inc.**

**Lakewood, CO**

**Programmer Analyst**

Development of transactional web site for trading natural gas capacity along company's pipeline.

- Objective C and Javascript coding, tech support, documentation and configuration of application and web/news servers that comprised the award winning Energy Market bulletin board system at [www.energymarket.com](http://www.energymarket.com) (NeXT WebObjects 2.0 and Sybase running on HP-UX).
- Teaming with non-technical users to gather requirements and understand business rules and translate those to the developers and administrators.
- Part of a small team working with tight deadlines and high pressure to implement guidelines and regulations dictated by the Federal Energy Regulatory Commission and the Gas Industry Standards Board.

**Education & Training**

2008	Administering ATG Applications on JBoss
2008	Establishing the ATG Content Administration Environment
2008	Installing and Extending the ATG Customer Intelligence edu Warehouse
2007	Autonomy IDOL Server Advanced Installation & Configuration
2007	Visual Sciences Installation and Administration
2000	f5 Labs BIG/ip and 3DNS training
1997	Advanced Unix User training course
1997	C Programming course
1994-1995	Two years at Fairmont State College (Fairmont, WV) majoring in English
1994	Graduated from Perry High School (Canton, OH) with honors