

Rob Meyer

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Technology Skills

System Administration

- Unix administration (Linux, Solaris, *BSD) (7 years)
- Windows administration (2000/NT/XP) (7 years)
- Java Application servers (BEA Weblogic, ATG Dynamo, Tomact) (4 years)
- High Availability Sun Cluster running Oracle (2 years)
- A variety of server products, such as Bind, sendmail, Apache, mod_perl, IIS, various ssh servers, CVS, MySQL, PostgreSQL, iPlanet, and others (7 years)
- Cisco routers and switches (3 years)
- TCP/IP networking and troubleshooting (7 years)
- Security products and procedures, including firewalls, intrusion detection techniques, and system hardening (6 years)
- Sun Enterprise servers, workstations, and storage (6 years)
- Intel/AMD based server and workstation hardware (11 years)

Software Development

- Perl, shell scripting (7 years)
- Java (4 years)
- SQL (3 years)
- Occasional use of C/C++ (5 years)
- Other languages: python, tcl, expect, assembly (x86)
- Building web applications with various technologies (5 years)
- Developing build automation and deployment systems with ant and make (5 years)

Employment History

Application Specialist

Fortune 500 Financial Services Company

December 2002–Present

Responsible for 5-6 major web applications, including troubleshooting production problems, increasing availability, developing standards for deployment, deploying the applications, and more.

Projects:

- Created and maintained automated build and deployment systems
- Created and maintained documentation in a variety of formats including Wiki, docbook, and html
- Improved reliability and robustness of all applications

Achievements:

- Transitioned operational activities for a high profile sales force web tool from the 3rd party developer/maintainers.
- While an application was undergoing heavy development, seamlessly created and rolled out a build and deploy system, decreasing configuration errors and greatly decreasing resources required to support the build and deployment process
- Debugged and resolved many complex production problems across all of the applications. Within 90 days of starting, one application went from daily restarts and frequent outages to only being restarted for major software releases and production problems became extremely scarce.
- Created a build automation system using ant and cruisecontrol, supporting simple deployments, configuration management for multiple environments, and ease-of-use for the developers.

Contractor for Wells Fargo Inc.

Executive Direction

December 2002–December 2001

Worked with problem and change management within network operations to develop and refine metrics for network availability and performance.

Projects:

- Developed a python based reporting engine to provide real time visibility for change record status from the Remedy database.
- Recommended and helped implement process improvements at the network support desk. These improvements integrated ticket data with the proprietary device inventory database, enabling more comprehensive automated root cause reports and better estimation of device failure rates.

Achievements:

- Through better reporting and querying tools, Decreased average time for change approval and reduced exceptions to the approval process.

Hosting Engineer

Organic Inc.

February 2000–November 2001

Provided system administration, system integration, and application development for high profile Fortune 500 customers.

Projects:

- Worked on the team that provided production support for a complex, high profile, high volume e-commerce site, including on-call application support and regular maintenance. Planned, evaluated, and implemented hosting needs for new features
- Lead the team of three that supported all hosting aspects (networking, OS support, hardware, application support, security) of a high profile financial site
- Managed several tools for internal development support (build systems, CVS server, development environments, etc.) and external customer interaction (corporate customer extranet)

Achievements:

- Transitioned operational support for e-commerce website to customer IS team
- Migrated temporary on-site customer staging environment to managed hosting facility
- Helped developers track down and eliminate all known stability problems from financial website
- Participated in build out and migration of internal data center to new location

Contractor for Wells Fargo Inc.

Act-1

June 1998–February 2000

Supported tools and systems for managing the Wells Fargo internal network

Projects:

- Managed creation and distribution of router and switch passwords for 8,000 devices using automated scripts developed and maintained by the group
- Administered Sun and Windows servers and workstations for roughly 100 employees
- Performed network change management, directing new changes to the proper approvals and arbitrating requests for further documentation
- Developed custom software and reports to increase productivity and effectiveness of network support staff

Achievements:

- Helped build and deploy a server side application and java applet that reduced the time taken for quality assurance team to verify a newly installed site from 1-2 hours to 15-20 minutes.
- Upgraded Sun installation, including 30-40 workstations and 10-15 servers across four remote offices
- Upgraded all Windows 95 workstations to Windows NT

Network Engineer/System Administrator

JPS.net Internet Services

June 1997–June 1998

Responsible for all aspects of the network and servers for a 70,000 customer ISP.

Projects:

- Monitored and responded to security issues and events
- Administered smtp, pop3, DNS (Microsoft and Bind), RADIUS, RADIUS logging, VoIP, shell, and http/https servers, both Unix and Windows
- Installed remote access hardware in remote points of presence and assisted with telco circuit turn-ups
- Developed various internal web based tools for increasing productivity (local phone number locator from phone company supplied database, etc.)
- On call support and monitoring of any and all remote access servers, network hardware, or servers
- Maintained and installed routers and switches for the network

Achievements:

- Tuned and administered mail server system supplying 70,000 email accounts
- Developed and executed a spam/abuse prevention and enforcement policy
- Rebuilt inventory tracking database and web based pager configuration application for SmartPAGE.net (paging subsidiary of JPS)
- Developed several web based applications for automating business domain creation and user account creation, significantly reducing resources and time required to configure new accounts.

- Developed web based software for monitoring remote access port capacity and growth

Webmaster and Technical Support

JPS.net Internet Services

October 1996–January 1997

Provided technical and sales support to users, as well as maintained the company web page

Technical Supervisor

Megabyte/Proline computers

June 1993–April 1997

Repaired and sold PC hardware and software, evaluated new products for sale and support, evaluated resumes and interviewed new employees, and maintained company web page.

Professional Societies

Association for Computing Machinery

Usenix

Education

B.S. in Computer Science, June 2007. In progress, graduation date estimated.
California State University, Sacramento

Hobbies

- Photography
- Parenting
- Reading
- Home Improvement
- Skiing
- Home Theater

Last modified June 2004.