

Leo Green: UNIX Systems Engineer

7220 Creekview Dr	Main Number: 214-736-4439
Sachse, TX 75048	leo.green@gmail.com

Summary:

- 17 years extensive experience installing, maintaining, and troubleshooting systems and services running under many different versions of UNIX, and Windows.
- 15 years extensive experience designing and maintaining complex, secure networks and systems.
- Extensive experience with design and maintenance concepts relating to E-mail, Networks, and Operating Systems.
- Possess enthusiasm for my work, strong desire to succeed and commitment to continuous skill development that help build confidence and high level motivation to achieve desired results. Very ambitious to help others and work in the IT field

Skills and Experience:

Operating Systems:

- Unix: **Solaris** 6 – Solaris 10, Linux (**Redhat/Centos, Debian**), Irix 6.2 and up
- General Unix (including redhat) Kernel Tuning, Kickstart, Custom RPM Packages
- Windows: Windows NT, Windows 2000, Windows XP, 2000-2003 server

Hardware:

- Sun: Sparc and Intel based hardware
- x86 – Intel. IBM, Dell, Compaq, HP
- Various SAN solutions: EMC, HP EVA, Network Appliance

Network Services:

- WWW Servers: Apache 1.3 – 2.x, iPlanet/Sun Java System Web Server
- Mail: Sendmail, qmail, postfix, ISC pop3d and imapd
- Backup: tar, cpio, dump, Veritas netbackup, Veritas Backup Exec
- VPN/FW: Checkpoint, isakmpd
- Revision control: svn, cvs, perforce, sourcesafe

Other Knowledge and Experience:

- ITIL Foundations Certified
- Sun Certified Systems Administrator (Solaris 10)
- **Experience with Oracle Database (I'm not a DBA, I just help DBA's get the systems they need built)**
- E-mail, Operating System and Network Security
- Database solutions (mysql and Oracle Database troubleshooting)
- Cisco, Foundry, Netscreen, Sonicwall network hardware (switches and routers)
- Experience in network design, including many VPN and remote access solutions
- Expert Experience with TCP/IP networking concepts and tools in a large multiuser environment. Including: Network design, failover and redundancy.
- Exceptionally proven UNIX systems engineer.
- Proven problem-solving and troubleshooting skills
- Oral and written communication/documentation skills

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Work Experience:

Verizon Business Solutions / Terremark	January 2008 - Current
UNIX Technical Lead / Implementation Architect	

- Vet solutions sold by sales for viability in our managed or cloud environments
- Design server infrastructure solution to meet needs of what customer purchased and paid for
- Work with other teams (Networking, SAN engineers, Database administrators, etc) to insure they have the information they need to provide their piece of required solution
- Attend meetings as a technical stakeholder for customer projects
- Mentor jr. team members with complex design or complex technical issues and troubleshooting
- Write documentation on best practices for design, installation and implementation

Unix Assigned Systems Engineer	
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- Complete technical ownership of high visibility, highly managed hosting customers running **Redhat** and **Solaris** operating systems
- Write and maintain documentation for servicedesk personnel
- Consultant for future growth and implementation
- Investigate root cause of incidents, suggesting and implementing changes to prevent future occurrences:ITIL Problem Management
- Escalation contact for any **Redhat** and **Solaris**-related technical issues beyond the knowledge of other support personnel
- Write and design monitoring solutions for complex, customized applications
- Monitor incidents for trends and suggest design, performance, architecture, or procedural improvements to increase availability

New Edge Networks	November 2005-July 2007
Sr. Network / Systems Consultant	

- Provide pre-sales technical support for Central region sales staff
- Project Management
- Design complex, secure networks according to customer specifications. Many of these networks have specific security needs, such as HiPAA or Visa PCI compliance.
- Audit designs of other networks for errors, security weaknesses, or inefficiencies
- Sr. **Solaris** Consultant
- Sr. **Redhat Linux** Consultant
- Take charge of technical aspect of any sales situation
- Technical point of contact for any Salesforce or technical support issue
- Consult with customer technical contacts to provide sales staff with necessary information for quotes and pricing
- Consult with customer technical contacts to ensure a smooth design, and satisfactory service delivery
- Provide reports to product management on necessary product and service improvements
- Provide regional directors input on sales staff performance

IPolicy Networks	June 2004 – October 2005
Sr. Network Consultant	

- Provide pre-sales technical support for western region sales staff
- Provide computer and network security knowledge to engineering
- Support sales staff and end user prospects by applying security knowledge to end customer networks
- Direct technical aspect of customer sales presentations
- Sr. **Redhat Linux** Consultant for design and security planning
- Provide product management with input on needed product improvements
- Consult with prospective end users to provide best configuration options
- Design deployments for medium sized enterprises and large scale service provider customers and prospects
- Interface between customers, QA, and Engineering for customer problem resolution
- Technical point-of-contact for field sales and Jr. Sales Engineers.

ForeScout Technologies	January 2003 – June 2004
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Corporate Security Engineer/ Director of Customer Support
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- Provide pre-sales technical support for all regional sales managers and sales teams
- Provide direction for field SE's.
- Help field SE's troubleshoot complicated network environments to make sure product is installed properly.
- Primary point of contact for any issues on a field demo install.
- Primary escalation for all System Engineers for client install issues.
- Pre-sales backup for field SE's when they are unavailable.
- Manage worldwide support for industry-leading Intrusion Prevention software.
- Provide support for customers and SE's on security issues, including viruses, worms, and intrusion detection.
- Responsible for all IT infrastructure at corporate office: Manage diverse collection of NT and other UNIX servers.
- Implement and support Checkpoint firewalls and VPN for remote access.
- Manage all high-level customer contacts, primary escalation for any customer related issue.
- Provide direction to product development for future improvements to products.

America Online	June 2001 – December 2002
Senior Systems and Network Administrator	

- **Improved development cycle times by 50% by developing environment best practices.**
- Build and maintain development environment. Utilizing Solaris.
- Install and maintain backup infrastructure utilizing Veritas Netbackup.
- Install and maintain sourcecode repository (Perforce and CVS).
- Hardware/Software support for Sun Microsystems and Network Appliance systems.
- Interface between development, management, and other IT departments.
- Install and maintain bugtracking database (GNATS).
- Design, Install, and maintain numerous development test environments, and give design requirements to production engineers. Designed network and product failover to insure services and applications are always available.

Taos	February 2000- June 2001
Senior Systems and Network Administrator	

- Design and Implement network infrastructure for new office.
- Build DNS, Firewall, E-Mail, Web Servers.
- Support Production and development servers running **Irix 6.5, Solaris 7 and Windows NT4/2000.**
- Manage security policy, including virus control and incident response.
- Hardware and Software support on the following platforms: Origin 2000, Origin 200, Indigo2, Indy, O2, Sun Ultra 5/10, Sun Enterprise 220, 250, 420, 450, Enterprise 6500, Network Appliance 420/460.
- Manage user and development environment. (NIS, user accounts)
- Manage perforce source repository.
- Design, implement and run backup system. (using both Legato Networker and Veritas Netbackup)

PC Evolution	November 1999- January 2000
Senior Network Technician/Linux Instructor	

- Design and Implement full network installations using appropriate technology, including VPN, Remote access, corporate web presence, and computer security.
Configure DSL solutions to provide e-mail and Internet solutions over corporate LANs.
Develop support plans for current client base, as well as support for in house network,
Development of Technical Education Center (TEC) and development of Linux curriculum.

Entex Information Services at AlliedSignal	September 1997 - November 1999
Network Engineer	

- Novell 4.11 Administrator for over 60 servers.
- NT 4.0 Administrator for over 50 servers.
- Microsoft Exchange Administrator.
- Worked on team to migrate largest installed base of MS-Mail to Exchange and windows 95.

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- Duties include: Server optimization, Security audits, Usage audits, hardware repair, and account maintenance.
- Upgrade/Repair server hardware.
- Support AlliedSignal North American Sales Offices with no onsite Network support.
- Provide support for Field Service Engineers offsite.
- Support MS&S customers traveling outside of phoenix.
- Provide support for remote access applications. (AT&T VGS, CITRIX Winframe)
- Responsible for AIX / A.S.R.S. (Automated Storage and Retrieval System) Support.
- Provide support for desktop technicians.
- Provide direction and training for junior team members.

CDI Managed Services, Phoenix/Tempe, AZ at AlliedSignal	April 1995 - September 1997
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PC Technician

- Setup and configured PC's to specific end user needs.
- Troubleshoot problems and implement corrections.

Developer Analyst

- Maintained and modified mission-critical helpdesk applications
- Programmed call center IVRU.
- Technical Focal-point for all helpdesk applications.
- Maintained and updated Problem-routing database.

Full Time senior technical support specialist.

- Provided Novell 3.12/4.11 support.
- Technical focal point for first level helpdesk analysts.
- First level support for hardware/software/network troubleshooting.
- Responsible for After-Hours Unix, Novell/Windows NT server support.
- Primary focal point for customer escalation.
- Provided support for off site technicians.
- Responsible for dispatching problems to other support providers.
- Responsible for supporting Solaris, HP/UX, AIX UNIX systems. Also responsible for supporting VAX/VMS, CYBER, and Defender 5000 Remote Access Server.
- Responsible for supporting IMS, TSO, CICS, VM mainframe systems.
 - Maintained and supported PC systems running Windows 95, windows 3.11, OS/2.