

Alain Kelder

CONTACT INFORMATION

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OBJECTIVE Full time, part time or contract based information technology projects

QUALIFICATIONS

- ★ Extensive experience implementing and supporting Linux, Windows, NetWare based systems
- ★ Thoughtful, methodical and standards aware approach to technology implementation
- ★ Strong background in training, support and process documentation
- ★ Excellent communication abilities with technical and non-technical staff alike

PROFESSIONAL EXPERIENCE

Stanford Law School - Stanford, CA

Senior Systems Engineer

September 2008 – present

- Technical Advisor to Communications group for various initiatives.
- System Administrator for web, streaming media, and supporting servers.
- Technical Adviser providing evaluation and analysis of IT products and services for the Law School.
- Project Manager to establish strategy, scope, and to manage life cycle for IT projects.
- Develop and maintain a detailed understanding of the Law School and University IT services and products and integrate them where possible into local applications.
- Manage any temporary/contract workers hired for projects under his/her management.
- Research and identify new products, platforms, tools, and processes to enhance current services or to deliver new services.
- Create and maintain technical infrastructure documentation.
- Technical Advisor for faculty research support, including gathering research objectives and database requirements and developing, implementing and supporting solutions to meet those requirements.

Stanford Law School - Stanford, CA

Systems Engineer Contractor

September 2008 – September 2009

- Managed existing Linux (RHEL, CentOS, Ubuntu) Apache web and MySQL database servers and setup new systems.
- Worked with IT management to reduce complexity and TCO by standardizing on a single Linux distribution. Debian was deemed the best fit for the organization.
- Implemented system service availability and trend monitoring using Mon, Munin and Monit.
- Implemented a secondary backup system for Linux hosts using rsnapshot.
- Implemented a storage area network for existing IBM blade chassis using IBM direct attached storage for high availability, reasonably high performance and very moderate cost (compared to traditional FC or iSCSI SANs).
- Implemented a virtualization infrastructure using open source Xen, later converting over to the free Citrix XenServer (for a nice GUI, easier provisioning of Windows VMs and the option of commercial support).
- Setup systems to provide revision control functionality using Subversion + Apache, as of this writing, adding redundancy to the setup.
- Setup systems for video streaming (Darwin, Wowza).

BigBrain SMB, Inc - Livermore, CA

Principal Consultant

April 2006 – September 2009

- Tested and implemented a wide variety of software projects, replacing commonly used closed source proprietary applications with best of breed open source alternatives.
- Performed server consolidation using leading virtualization technology to optimize hardware utilization and significantly improve server provisioning times. Leveraged virtualization on the desktop to provide developers and end users with flexible and platform agnostic computing environments.
- Configured and managed LAMP servers to host a wide variety of web applications. Employed best practices to maximize Apache and MySQL performance at the application, OS and hardware level. Familiar with MySQL replication architectures, various Apache / MySQL load balancing and high availability techniques.
- Configured and managed fully featured and standards compliant email servers (redundant MX, anti-spam gateways, resilient IMAP message stores). Migrated existing environments.
- Configured and managed primary and secondary internal and external DNS servers using Bind9.

- Setup and managed MIT Kerberos authentication servers for multiple realms and configured application servers such as Postfix and Cyrus IMAP to use Kerberos for authentication.
- Configured and managed edge and host based *nix firewalls and routers. Wrote firewall and NAT rules, bandwidth management rules and implemented bandwidth monitoring tools.
- Performed basic system security assessments through review of known best practices compliance and through hands on penetration testing.
- Performed standard system administration tasks such as system updates and patches, system performance tuning, development of data retention policies, implementation of backup procedures, log analysis, troubleshooting of problems and writing automation scripts.
- Setup and managed IT infrastructure elements including data center cabinets, wired and wireless networks, servers, routers, managed switches, desktops, laptops, PDA devices, UPSs, PDUs.

mBlox - Sunnyvale, CA

Client Migration Engineer Contractor

July 2007 – February 2008

Leveraging a variety of commercial and open source tools, assisted the company with testing, certification and migration of clients to a new SMS (short message service) application platform.

County of San Mateo - Redwood City, CA

Systems Engineer

April 2002 – November 2006

- Provided 2nd and 3rd tier support and served as escalation point for local administrators of various County departments for Linux, Windows, Netware systems, Directory (eDirectory, Active Directory), Email (GroupWise) and other application related issues.
- Managed Windows NT4, 2000 and XP based desktops and laptops, built new desktop images, deployed using various imaging techniques such as Ghost, Zenworks.
- Customized application packages with InstallShield and delivered to PCs using VBscript, KixTart, Zenworks.
- Developed procedures and scripts to standardize server, desktop and application deployment.
- Built, deployed, managed servers ranging from Windows NT4 to 2003, Linux (SLES and OpenSUSE), NetWare 5.1 to 6.5 and Novell OES on bare metal and as VMware virtual machines.
- Evaluated, tested, deployed proprietary and open source based systems (PDA calendar and email synchronization, high volume fax broadcasting, Spam/Virus scanning, patch deployment, etc).
- Wrote Windows and Novell login scripts and a variety of custom scripts (inventory scripts to extract information from PCs via WMI, scripts to install software, etc) .
- Produced support and project management documentation and procedures.
- Led a small team of engineers to provide operational support to the Health Services department and collaborated with the second team to provide support to the Medical Center (about 2,000 users total). Managed the flow of support requests, assigned specific support responsibilities, evaluated trends in recurring support requests and implemented system wide solutions (automated if possible) to recurring problems.

Goodwill Industries - San Francisco, CA

IT Support Associate

September 2000 – April 2002

Under the general supervision of the IT Director, provided desktop and network support for approximately 200 users in four networked offices and 16 retail locations in three counties in a mixed Novell NetWare 5 and Windows 2000 environment.

- Provided 1st, 2nd, 3rd tier support with escalation to the IT Director.
- Installed and maintained Windows, NetWare, Linux servers.
- Monitored 3Com managed network switches and routers.
- Performed system backups, restores using Veritas BackupExec.
- Administered and troubleshot NetWare Directory Services.
- Managed 150 desktops, software/hardware/patch deployments.

Federal Reserve Bank - San Francisco, CA

Operations Specialist IV

January 1996 – September 2002

- Performed in a variety of functions in the Receiving, Adjustments and Reconciliation units of the Payments Services department.
- Evaluated and helped certify new software packages developed by in-house programmers as well as Unisys and IBM.
- Provided application support.

MCP

May 2000 – September 2000

- Exam 70-058: Networking Essentials
- Exam 70-073: Implementing and Supporting Windows NT Workstation 4.0
- Exam 70-067: Implementing and Supporting Windows NT Server 4.0
- Exam 70-068: Implementing and Supporting Windows NT Server 4.0 in the Enterprise
- Exam 70-210: Installing, Configuring, and Administering Microsoft Windows 2000 Pro

Various Academic Institutions - USA and Estonia

Associate Degree

September 1991 – May 1997

- 40 units of Economics and Computer Science courses at Skyline and City College
- 24 units of International Relations courses at San Francisco State University
- 15 units of Japanese courses at UC Berkeley
- Equivalent of 24 units of History and Philosophy courses at the Tallinn Baccalaureate School

52nd Secondary School - Tallinn, Estonia

Secondary Education Diploma

June 1991

- 9 years compulsory study, 2 years elective college preparation