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Summary:

More than 10 years of experience in large-scale system administration and automation.

- Significant experience administering multiple Unix/Linux/Windows/Web-based systems.
- Broad and deep background in systems, database, phone PBX, and web application support.
- Experienced planning and building fiber and copper networks in a variety of locations.
- Enjoy work in a fast-paced, demanding environment.
- Advanced Perl and PHP scripting experience.
- Passion and aptitude for technology.

Professional reference insight:

“ Justin is an extremely well-rounded and gifted technologist that has mastered several aspects of his craft. He is very down-to-earth, works well with his peers, is driven, self-motivated, technically astute and an all-around great guy. I have had the pleasure of working with Justin for several years. He has become a trusted friend and technical resource who is capable of overcoming most any challenge he encounters. I highly recommend Justin!” - *Bryan Adelman, V.P., of Information Technology – InfoDirections*

Work Experience

American Rock Salt, LLC

Rochester, NY, 2009 to present

IT Analyst/Manager

- Managed IT contracts, budgets, software evaluation and purchasing for the company.
- Led cross-team planning for expense reporting, CRM and other new products, including moves to external cloud-based services to replace internal programs.
- Implemented a network monitoring plan for guiding network expansion and maintenance.
- Standardized print and copier procedures and hardware across all departments.
- Reduced yearly network and telephony costs by 25% through new contracts and procedures.
- Built a Linux-based VoIP telephone system encompassing 2 surface locations, a mine, and a call center taking thousands of daily calls at season peak.
- Planned and built failover/backup systems for the company network and phone system.
- Launched separate documentation and ticketing systems for IT. Created policies and procedures for hardware changes and for new equipment.
- Set up hardware and software as part of a truck and train loading system that automated salt loading for over 1,000 trucks a day.
- Managed a local data center of 13 physical and 20 virtual machines, including a VMWare 3.0 installation, running a mix of Unix/Linux and Windows Server operating systems.
- Coordinated all wiring, network access, phone connections, computer, printers, and copiers during construction of a new building for the 13-person Traffic group.
- Taught classes for mine workers on basic computer use. Trained mine and surface foremen on ERP software used for tracking purchases and equipment repair.
- Maintained a network spanning a operational mine, above and below ground, a separate office location with multiple buildings, and 25 stockpiles. Responsible for 50+ workstations.
- Hired, supervised and mentored two interns and a junior staff member.

Nukote International

Rochester, NY, 2008 to 2009

Senior Systems Engineer

- Effectively managed over 50 servers (Linux, Windows, Apache, IIS, etc) co-located in Rochester and Franklin, TN.
- Managed a phone system with PBX locations in New York, Tennessee, Kentucky, China, and Mexico, with call centers in New York and Kentucky..
- Migrated multiple physical systems to a virtual strategy using VMWare ESX.
- Led multiple groups to create an online e-commerce system, integrated with the company's legacy ERP system.
- Created a customized system that printed customer-specific labels for over 100 different laser cartridge products. Coordinated with Product Management and Warehouse staff to implement in multiple production centers in several states.
- Implemented a new ticketing system to handle internal Help Desk requests and external Customer Service interactions
- Created an internal documentation system for legacy systems and for new procedures.
- Maintained a legacy system of PHP3 and PHP4-based web applications
- Worked with Marketing to create a new company website, www.nukote.com.
- Supervised a junior staff member.

Current Communications

Rochester, NY, 2004-2008

System Engineer, 2006-2008

Lab Manager, 2004-2006

- Developed multiple web applications for system maintenance. This encompassed many creating scripts to manage a diverse network of over 10,000 Linux-based 'smart' systems, including traffic analysis, system management, and automation of power system quality measurement.
- Charted usage patterns of over 50,000 broadband over power line customers, with Perl-based scripts and web pages, using data from Sybase and MySQL databases connected to Cisco SCE traffic shaping devices.
- Built and managed multiple MySQL servers running on Red Hat Enterprise Linux as a back end for web applications, and for a number of high volume data storage applications.
- Managed Voice over IP call quality information across multiple customer regions, and generated trouble reports and quality statistics from this raw data.
- Evaluated and recommended trouble ticketing systems, address information, software upgrades, and installations of in-house customized software.
- Configured and maintained lab and field devices including Cisco routers, switches, PIX, SCEs, and approximately 20 servers running Red Hat Enterprise Linux.
- Built and managed multiple power line networking lab environments, including network devices, servers, and proprietary power line networking equipment, for use by Engineering, QA, and IT departments.
- Tested and reported on a variety of customer premise equipment for use in a networked power line environment.

Time Warner Communications

Rochester, NY, 1998-2004

System Engineer 2001-2004

Online Editor 1998-2001

- Launched, managed and produced all local websites for Time Warner, including www.rochester.rr.com, www.twrochester.com, www.discoverrochester.com, and www.rnews.com using a mix of Perl, Cold Fusion, and Microsoft SQL Server.

- Administered a number of Red Hat Linux and Windows NT servers, including multiple servers for business web site hosting.
- Created tracking and evaluation system with Call Monitoring Group to track individual Customer Service Professional performance on phone calls.
- Created TV listings website showing program schedules for over 700 channels for multiple cable regions, in Perl, based on set-top data from Tribune Media Services.
- Built content management system for the 50-person 'R News' 24-hour news channel using Cold Fusion, completely replacing, at no cost, a buggy external system.
- Built abuse tracking system in Perl, allowing the Rochester division to handle customer spamming/hacking attempts at 4 times the rate of other, similarly-sized divisions.
- Worked with local organizations such as City Newspaper, Landmark Society, The George Eastman House, InnovaTV, StudioOne, and The Car Place to add new content.
- Created and maintained a feedback relationship with Rochester users in local newsgroups and user group meetings.

Rochester Institute of Technology – Information Technology

Rochester, NY, 1996-1997

Multimedia/C++ Tutor

- Assisted students taking core requirements for IT bachelor and master's program.
- Taught at least one normal or distance-learning introductory C++ class to other students, per academic quarter, while taking a full-time graduate program.

Internet Headquarters

Rochester, NY, 1996-1997

Web Developer

- Performed web site construction and maintenance for a variety of clients.
- Created or maintained web sites for clients such as Transcat, the Greater Rochester Association of Realtors, Citibank Student Loans Corporation, and a number of local businesses, in 'plain HTML' or generated dynamically.

Education:

Rochester Institute of Technology

M.S., in Information Technology, 2002

B.S., (Cum Laude), Industrial Design, 1997

Related Experience:

Member of DragonFly BSD Project

Rochester, NY, 2003-present

The DragonFly BSD Project is an open-source project creating a single-system-image operating system able to work over the relatively slow speeds of the Internet, without requiring specialized networking or hardware for parallel processing.

- Commit-level access to the Project code.
- Created and maintained project web site, wiki, mailing list archives, and install media.
- Wrote software to create and update web pages from project mailing lists
- Release manager for version 3.0 of DragonFly BSD
- Set up and maintained regular test builds of software on DragonFly using pkgsrc, a collection of over 11,000 third-party software packages.
- Wrote daily (since 2003) work digest for project via blog at <http://www.shiningsilence.com/dbsdlog/>
- Coordinated mentors and students in Google Summer of Code yearly, 2008 to 2011.
- Coordinated mentors and students in Google Code-In for 2011.

