

Shawn Boyle

shawn@sboyle.com

33-21 58th Street • Woodside, NY 11377 • 917-854-3825

Personal Statement

My 12 year career in technology has been based on providing solutions to business problems. In addition to support and maintenance of technology systems, my most valuable contributions creatively apply technology to develop solutions that would otherwise be too costly or time consuming to resolve. I've developed a reputation as a rapid learner and someone who can think across multiple disciplines to solve complex problems.

Technical Summary

OS: Microsoft Windows Server Family, CentOS, Fedora.

Software: Active Directory, Exchange, IIS, Exim, BIND, Citrix MetaFrame/MS Terminal services, NetIQ migration tools, Apache, VMWare, Xen, MS-SQL, PostgreSQL, MySQL, Freeswitch, rsync, Bacula, pfSense.

Languages/Protocols: Perl, XML, HTML/CSS, Windows Management Instrumentation, LDAP.

Formal Training: Windows Server 2003 Family, Microsoft IIS 6.0, ASP.NET, Citrix MetaFrame.

Work Experience

Freelance, New York City, NY

September 2008 to Present

- Built an Active Directory and Exchange environment with Outlook Web Access for remote access through a web browser and Windows Mobile smart phones.
- Built a VoIP SOHO phone system around the open source Freeswitch IP PBX. The system implements multiple external telephone numbers, find-me/follow-me to ring multiple numbers simultaneously, an answering machine replacement that allows the screening of calls and e-mailing voicemail as an MP3 attachment, along with overhead paging, and other standard telephony features.
- Built and maintained a public facing, co-located, CentOS server to host websites for multiple domains along with e-mail and server-side spam filtering. It also runs BIND and is the primary name server for DNS hosting. Records are synced to a slave server for fault tolerance. For general backup the server uses rsync over SSL to backup to an in-house server which in turn is backed up to tape.
- Implemented the open source Xen hypervisor to run multiple Windows and Linux virtual servers on one physical machine.

Oppenheimer & Co., LLC, New York, NY

March 2008 to September 2008

Server Engineer, Windows Server Support

March 2008 to September 2008

Responsible for the proper operation and maintenance of all Windows based servers including systems that needed to be rebuilt due to the purchase of CIBC business units. Responsible for the build-out of new development and production servers in both the physical and virtual environments.

- Supported the application developers to re-create systems after the purchase of various business units of CIBC by Oppenheimer.
- Supported and managed the VMWare ESX environment. Developed base server images for different development groups. Built a utility, fronted by a web page, to allow application developers to build, copy, and destroy their own virtual servers. Wrote utility programs for the server team to manage and maintain large numbers of virtual servers including group shutdown and startup, property verification, and reporting.
- Developed a utility to increase the reliability of VMWare servers by monitoring snapshot status of virtual servers during the backup and e-mailing all members of the support team when problems develop.

- Maintained the MS Exchange environment. Discovered and fixed a security gap in the configuration of the Exchange servers. Wrote a utility to monitor the disk space of each Exchange server. The utility would monitor disk usage growth and compute an estimated time until the disk became full. A daily e-mail report sent to the team highlighted servers with critical disk space situations so problems could be corrected before users were affected.
- Built and managed licensing servers for a new remote access environment built on Windows Terminal Servers and Citrix software.

CIBC, New York, NY

December 1997 to February 2008

Server Engineer, Global Intel Engineering

May 2003 to February 2008

Responsible for level 3 resolution of problems escalated from support teams. Worked with project managers to design and implement Intel server portions of application systems as well as execute Intel server phases of infrastructure projects (*i.e.*, migrations and upgrades). Documented and provided training to 2nd level server support teams for key applications and systems.

- Worked with project managers as a technical liaison to engineer solutions for the user base. This included working with outside vendors to properly spec new hardware purchases for development, User Acceptance Testing, and production environments; determine business criticality and the proper service level agreement for the application; and – where appropriate – use GeoSpan clusters and shared storage to guarantee up-time.
- Performed a key role in a large, multi-phase optimization project to consolidate separate datacenters in New York, New Jersey, and Toronto to a single facility in Canada. The job included conducting a highly detailed inventory of current servers with regard to both hardware and applications; determining the optimum configuration of new servers to reduce costs through application sharing, and an increase of reliability through clustering and distinct production and test environments; and developing a plan for migration that would minimize downtime and business disruption.
- Performed several migrations of 200-400 users to consolidate old NT domains and bring acquired organizations into the bank's Active Directory structure. This included managing e-mail, file system permissions on Windows file servers and NAS devices, and Active Directory user account attributes using NetIQ migration tools and custom developed scripts.
- Developed and documented a procedure to securely and safely migrate file servers to upgraded hardware. The procedure defined roles for support personnel, proscribed switches for the robocopy utility, and included custom scripts and pre-flight checklists to avoid corruption or loss of data.
- Worked with the Data Storage team to consolidate hardware by migrating data shares from one-off Windows based file servers to centralized NAS devices. Wrote a program that could deploy itself to a list of file servers and be called to analyze the local file system and initiate copies from the Windows server to the NAS device.
- Wrote reporting scripts that interfaced to Active Directory through LDAP to generate reports for the Data Security team to discover abandoned directory objects, stale passwords, and other violations of the bank's security policies.
- Developed a methodology to performance test applications developed in house and determine actual hardware requirements for the application and reduce upgrade costs.

Server Administrator, Intel Server Operations

January 2000 to April 2003

Responsible for the design, implementation, and maintenance of all Windows based server class hardware. Provided consulting services to application development and support teams in addition to level 2 troubleshooting and problem resolution.

- Developed and documented a web-based utility to simplify the complex task of enabling a user account's access to the MetaFrame environment. Including: creating and permissioning the user's Terminal Services home and profile directories, changing the user's account properties, and adding the account to appropriate groups.

- Developed a system to change the local administrator passwords on all desktop devices in the enterprise to a unique, random, 8 character password. Wrote a web-based retrieval mechanism for desktop technicians to retrieve the current password for any one machine.
- Served as the primary backup operator for over 200 servers in the Downtown datacenter. Managed all aspects of the backup plan including the schedules and tape libraries of five backup servers. Designed and implemented offsite tape storage and recall procedures.
- Rebuilt major portion of server devices that were located in the WFC datacenter after September 11th. Worked with the Iron Mountain facility in New Jersey on the morning of September 12th, 2001 to locate and recover critical tapes needed to restore lost data. Assembled, rack mounted, and installed OS on over 30 servers to restore business functionality before the financial markets re-opened. Developed a Red/Yellow/Green status web page to monitor servers during rebuild.
- Wrote advanced utility to copy permissions from servers running NTFS4 to servers running NTFS5. The utility performed the tedious task of discovering members of local groups and granting those global members direct NTFS rights on the new server. The permissions were also restructured to take advantage of the new inheritance model under NTFS5.
- Lead effort to build Citrix MetaFrame XP environment in the US. Derived US-specific server images from the Canadian images provided by outside vendor Charon. Transferred support knowledge for MetaFrame to other team members.
- Created a utility to change and manage administrator passwords on all Remote Insight Boards installed in Compaq servers using the board's HTTP interface.

Desktop Technician / LAN Administrator, Desktop Support

December 1997 to December 1999

Provided front line desktop support for all business units including trading floor users. Transitioned to providing second level support and LAN Administration functions for desktop support staff.

- Developed scripts for the automation of routine network administration tasks, such as searching for and disabling inactive accounts, and discovering and closing open files.
- Responsible for the creation and maintenance of user accounts, user groups, and individual and group login scripts for NT and NetWare.
- Taught LAN Administration classes for trading floor support teams.
- Designed a login script deployment option for automatically installing all components for department printers.

Bloomberg, LP, New York, NY

June 1997 – November 1997

Intern, Internal Systems Support

June 1997 to November 1997

- Developed a department specific software image to be used in the roll-out of new computers, and upgrades for existing computers. Formulated a technique to safely and reliably duplicate Windows NT 4.0 based machines using Norton Ghost.
- Implemented department wide software and hardware upgrade for the programming department. This consisted of an operating system upgrade to Windows NT 4.0, CPU, and memory upgrade, and the installation of ColorGraphics Video adapters for multiple monitor displays.
- Responsible for maintenance of dial-in accounts to the company intranet using Radius and ACE authentication.

Education

John Jay College of Criminal Justice
SUNY Stony Brook