

Michael Parson  
Austin, TX  
512-554-9726 (m)  
*mparson@bl.org*

## **SUMMARY**

Experienced UNIX systems administrator with expertise in many popular flavors of UNIX operating systems. Extensive computer industry experience covering many aspects, from software development, to application services, to Internet services. Possess strong problem solving skills, both in the technical realm and with interpersonal dispute resolution.

I can only accept positions in Austin, Texas or surrounding areas.

Skilled in:

Solaris 2.x-10, SunOS 4.x, NetBSD, OpenBSD, FreeBSD, BSD/OS, RedHat Linux, HP-UX 11.x, AIX 4.x+, MacOS X (10.4+) Microsoft Windows Desktop/Workstation OSes (3.1 - XP Professional)

## **PROFESSIONAL EXPERIENCE**

### **IBM Corporation, Austin, TX**

**2006 - present**

*Team Lead, Customer Advocacy Group, Rational Build Forge*

- Team lead for the Build Forge Customer Advocacy Group.
- Manage tickets escalated from the Level 2 queue, interact with Level 2 support team to determine nature of customer reported problem and determine if the problem was with configuration or was a bug in the product. If it was a bug, find the problematic code and patch it or escalate to Level 3 support.
- Responsible for management of R&D lab used for reproduction of customer environments to assist in replication and debugging of customer issues utilizing multiple operating systems and database technologies in a virtualized environment.
- Assist members of the sales organization with the implementation and running of Build Forge Proof of Concept (PoC) demonstrations at customer sites.
- Write IBM Technotes on usage of Build Forge and peer-review Technotes written by other members of the team.

### **Vignette Corporation, Austin, TX**

**2004 - 2006**

*UNIX Systems Administrator*

- Installed and configured UNIX Servers for use in Proof of Concept systems for demonstrations for potential customers.
- Migrated enterprise backups from legacy Legato Networker systems to Commvault QiNetix.
- Set up Solaris Jumpstart server for automated OS installs.
- Managed disk space on clustered NetApps 960 and R200 filers.

### **Club Photo, Austin, TX**

**2003 - 2004**

*Sr. Systems Administrator*

Manage all UNIX based systems for company.

- Managed move of production systems from collocation center in San Jose, CA to Austin, TX. This included bringing up a duplicate set of systems in Austin, replicating web servers, databases, and file servers.
- Migrated Internet mail server from Sendmail to Postfix.
- Setup company-wide Spamassassin SPAM filtering on corporate mail server.
- Consolidated networks, accounts, and systems resulting from the merger of Club Photo and Skrudland Photo.

- Set up system using ssh and perl tools which allows admin functions to be performed on multiple servers from a central point.
- Optimized image caching and expiration system to maximize disk utilization on web servers.
- Installed centrally managed desktop antivirus system for corporate network.

**Skyhorn.com, Austin, TX**

**2001 - 2003**

*Sr. Systems Administrator*

Manage all UNIX based systems for company.

- Managed migration of all MySQL driven web services from running an instance of MySQL on each web server to having multiple web servers all running off a centralized MySQL server with replication to backup MySQL server.
- Consolidated all production servers from two separate data centers to a third data center with minimal down-time.
- Set up monitoring system to notify on-call sysadmins of potential problems with systems.
- Redesigned office network from all systems being directly on the Internet to a more secure model where only customer facing systems were on the public network, all other systems were firewalled off.
- Set up testing lab to QA cross-platform/cross-browser compatibility of company software.
- Set up central file and print servers for office network.

**TManage, Inc., Austin, TX**

**2001**

*Sr. Systems Architect*

Team lead for IT Organization. In charge of all UNIX systems and services. Responsible for overseeing all day-to-day operations for the IT organization including backups, systems installations, new user setup, etc. Performed massive cleanups and streamlined most UNIX and network service tasks including Internet mail, DNS, and database servers.

- Working with DBA, was able to design and implement a new Oracle Database server that was capable of taking reports that were taking 2-3 hours to run on old system down to less than 1 minute on new system.
- Worked with Windows NT Administrator to move company's Exchange server off the Internet and set up a UNIX system running Sendmail to act as Internet mail gateway.

**NowDocs, Corp., Austin, TX**

**1999 - 2001**

*Sr. UNIX Systems Administrator*

Hired as the fifth employee of the start-up. Installed all initial systems that the company ran on. Took the company from a single web server and small back-end database server to a server farm of over twenty web servers, over a terabyte of storage, and a high-end Sun UltraSparc based Oracle database server.

- Team lead for UNIX Systems Administrators.
- Setup and manage Internet mail services for the enterprise.
- Designed, setup and manage separate DNS systems for internal and external visibility.
- Setup and manage World Wide Web Server cluster.
- Manage corporate Intranet systems.
- Setup and manage remote print centers' production related systems.
- Worked with Windows NT administrators on tightly integrating Windows 2000 Active Directory Services with existing LDAP infrastructure.

## **HARDWARE EXPERIENCE**

Sun Sparc workstations and servers (4c, 4m, 4u), Intel x86 PC and workstation motherboard configuration, Network Appliance fileserver configuration, SCSI configuration, Ethernet (GigE, 10/100 Base-T and thinnet/10 Base-2).

## **SOFTWARE EXPERIENCE**

### **Server software and protocols**

Sendmail, Postfix, QMail, vpopmail, Apache, MySQL, rsync, NFS, NNTP (INN/Diablo), DNS (BIND), TCP/IP, POP3, IMAP4, LDAP, RADIUS, SSH, CVS, RCS.

### **UNIX Shells**

bash, ksh, sh tcsh, csh

The most recent copy of this document can be found at <http://www.bl.org/~mparson/resume/>