

# John Ross

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## Objective

UNIX Systems Administrator / LINUX Systems Administrator / Infrastructure Engineer /  
Automation Specialist / Architect

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## Profile

**Senior IT Professional** with:

- Over 15 years of experience in IT
  - Extensive experience with a variety of UNIX and LINUX operating systems
  - Excellent knowledge of Internet technologies
  - Broad knowledge of networking tools and protocols
  - Experienced with both physical and electronic security methodologies
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## Employment History:

### MessageLabs/Symantec

Provider of “software as a service” (SaaS) security products. Offers in-line web, IM and email filtering over a global network.

#### **Senior Service Platform Engineer**

August 2009 – Present

Responsible for planning, building upgrades and new features into the Web and IM products, while ensuring that the infrastructure can be supported by the NOC

- Build and maintain MessageLabs’ global SaaS web filtering infrastructure to maintain 100% service availability
- Co-ordinate with hardware and software deployment teams to ensure smooth upgrades
- Represent the infrastructure team on projects to ensure new features can be effectively supported and maintained
- Led the effort to automate setup of new clusters, reducing implementation times for new environments by 80%
- Assist the NPS team in implementing upgrades to allow QA to properly test new services

*Technologies Used:* HP DL360 / RedHat Linux / F5 LTM / F5 GTM / VMWare / PXE / Squid /  
Shell Scripting / NetApp / Cisco Switches

#### **Non-Production Support Engineer**

September 2007 – August 2009

Designed and built new development and QA environments in Toronto

- Implemented and maintained a network in Toronto to support the QA and development teams
- Assisted in the design of a new network to support virtualization and allow faster provisioning and better support with lower costs
- Support the development and QA departments in Toronto
- Liaise with Service Platform Engineers to design and implement new functional testing environments

*Technologies Used:* HP DL360 / RedHat Linux / Cisco CSS / VMWare / Shell Scripting / Cacti / NetApp /  
Cisco Switches

## **Pretzel Logic**

E-Mail and groupware hosting provider

### **Owner/Operator**

September 2005 – September 2007

Started this business to focus on minimizing silently dropped emails while maintaining accurate SPAM and virus detection

- Designed and built a scalable e-mail and groupware hosting platform to provide clients with maximum uptime and performance
- Set up and maintained a set of firewalls based on OpenBSD's PF to protect against unwanted and/or malicious traffic
- Implemented advanced SPAM and anti-virus solutions to help ensure end-users' security
- Constantly monitored the network and servers for security breaches using pro-active countermeasures and intrusion detection systems
- Monitor for performance problems to ensure that customers continue to receive excellent service

*Technologies Used:* FreeBSD / PF / Anti-virus / Anti-SPAM / Postfix / Cyrus IMAP / OpenGroupware / Horde Groupware / Apache / PostgreSQL

## **TD Canada Trust**

A large international bank based in Canada

### **Contractor**

April 2002-June 2006

Built a large distributed batch processing system

- Led the batch development of two major projects that continues to save the bank several million dollars per quarter
- Helped architect and implement a massively distributed computing grid
- Helped design and implement procedures to ensure the bank remained SOX/COSO compliant
- Mentored new team members, enabling them to become valuable resources
- Designed and developed multiple monitoring applications to enable troubleshooting and accelerate resolution times

*Technologies Used:* BASH Shell Scripting / PERL / Sun Grid Engine / Solaris / Suse Linux / Apache

## **Netcom/AT&T Canada IES**

A national ISP that offered access as well as hosting. Over 5 years I held three different positions, the last of which was a UNIX Systems Administrator

### **UNIX Systems Administrator**

June 1998 – April 2002

A member of a large team that was responsible for all production UNIX servers

- Developed and secured the server template for the FreeBSD servers to allow fast provisioning of new hardware
- Helped ensure servers and networks were secure and kept current
- Lead the sysadmin group's Y2K effort to ensure service levels would be maintained through the year 2000 turnover
- Trained the customer maintenance group on DNS procedures to facilitate the handoff from the Sysadmin group

*Technologies Used:* Solaris / FreeBSD / Apache / SendMail / Postfix / Sparc Servers / NetApp

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## **Education**

- Private Pilot's License (March 2001)
- Cisco ICND (March 2001)
- Solaris System Administration II (September 1998)
- Ontario Secondary School Diploma (June 1996)