

Linh Pham

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Systems Engineer and Architect

Summary

Experienced Systems Engineer and Architect with diverse experience in planning, designing and managing Windows, Linux, FreeBSD and VMware Infrastructure systems. Extensive knowledge of server hardware, integration of systems and assisting with automation of systems administration tasks. Always looking for the next leading and bleeding edge technologies to enhance and bring improvements in efficiencies.

Core Competencies

Operating Systems

- Microsoft Windows 2000, Windows Server 2003, Windows Server 2008, Windows XP, Windows Vista and Windows 7.
- FreeBSD 4.x through 6.x, OpenBSD, Debian, Ubuntu and Red Hat Enterprise Linux, Solaris 10, Mac OS X.
- VMware ESX/ESXi Server, VMware Infrastructure 3.x, VMware vSphere 4.

Hardware

- HP ProLiant, Dell PowerEdge and IBM System x servers, IBM, HP and Dell desktops and laptops.
- Cisco PIX and ASA, Catalyst, Cisco CSS 11500-series, and Cisco Aironet. HP ProCurve, F5 BIG-IP, BlueCoat SG proxy, Juniper NetScreen.
- NetApp FAS, Dell Equallogic and Exagrid storage arrays.

Networking

- Ethernet, 802.11 Wireless, WPA and WPA 2, TCP/IP, PPTP and IPsec VPN, SSH, SSL, RADIUS, Kerberos.
- Active Directory, Windows file/print sharing, Samba, BIND, Windows Server 2003/2008 DNS and DHCP.

Software

- Microsoft Office, Exchange Server, SQL Server, Cluster Services, IIS, SharePoint Server 2007, Office Communications Server, Systems Center Operations Manager.
- BlackBerry Enterprise Server, Postfix, SpamAssassin.

- HP Systems Insight Manager, Nagios, MRTG, Cacti.
- Apache Web Server, JBoss AS, Subversion, Bugzilla.

Programming

- UNIX Shell Scripting (Bourne and C), PHP, Python, C#, ASP.NET, HTML, CSS.

Certifications

VMware Certified Professional 4

December 2009

VMware Certified Professional 3

September 2008

Cisco Certified Network Associate

September 2008–September 2011

Experience

GTS Services

Systems Engineer — September 2011–Present

Design, install, provision and manage Windows and Linux servers, in addition to VMware vSphere clusters on Dell PowerEdge and IBM BladeCenter blade servers. Provision and maintain customer-facing applications and services. Deploy and manage EMC Clariion arrays and Brocade Fibre Channel infrastructure.

Parr Lumber Company

Network/System Administrator — December 2008–September 2011

Design, provision and manage Windows and Linux servers, in addition to VMware vSphere clusters and standalone VMware ESXi servers. Maintain corporate applications, including Exchange and SharePoint. Deploy, provision and manage Dell Equallogic arrays for use as shared storage and site-to-site data replication. Deploy and manage networking devices, including: Cisco Aironet access points, Cisco routers, Juniper NetScreen firewalls and perimeter networking appliances for e-mail, web proxy and intrusion prevention.

Accomplishments

- Implemented a policy of virtualizing all non-critical and over sixty percent of critical workloads on to vSphere 4.1 and ESXi 4.1 servers.
- Deployed and managed Nagios for server hardware, operating system and application monitoring, network performance and availability.
- Designed and deployed cost-effective remote file and print servers using Samba and CUPS on energy-efficient Dell OptiPlex 160 systems.
- Planned and completed a migration from Exchange 2003 to a fully virtualized Exchange 2010 environment.
- Plan and upgrade a Windows Server 2003 Active Directory forest to Windows Server 2008 R2.
- Plan and implement ExaGrid data deduplication appliances for data recovery and business continuity.

Vesta Corporation

Systems Engineer — June 2007–October 2008

Design, provision, manage and monitor Linux and Windows servers for corporate, production and voice service environments. Maintain call center and corporate telecom equipment and provisioning services for Interactive Voice Response systems. Manage and provision shared storage using NetApp Filers to corporate and production systems. Manage and provision virtual machine instances and virtual server hosts in a VMware Infrastructure 3 environment.

Accomplishments

- Designed, implemented and manage a corporate intranet/portal and document management system using Microsoft SharePoint Server 2007. Deployed custom lists, webparts and templates for use across the portal.
- Documented, tested and deployed Kerberos authentication for Linux servers and for Apache website authentication.
- Deployed MRTG and Cacti to poll performance information from various NetApp Filers to record and report on trends and assist in determining potential performance issues.
- Deployed Nagios to monitor availability and health of NetApp filer appliances and APC equipment, including writing Nagios services.
- Assisted in designing and implementing Microsoft Cluster Services with Windows Server 2003 and SQL Server 2005.
- Write shell and Python scripts to automate daily tasks, reports and to facilitate additional systems monitoring.

Babcock and Jenkins

Systems Administrator — March 1999–June 2007

Design, implement and manage company-wide IT projects and systems, including providing help desk support for Windows and Mac OS X workstations. Research, recommend and implement new systems, technologies and processes. Oversee and deploy new development frameworks into staging and production environments. Maintain a full hosting environment with multiple database, web and mail servers for highly visible online marketing applications with strict service level agreements. Provide support and resources for remote users and locations, including remote access

and communication services. Provide quality assurance testing of online marketing applications, web sites and communications. Serve as a technical liaison for software, hardware and service vendors. Created scripts and application libraries to automate systems administration tasks, facilitate systems management and provide services for production applications.

Accomplishments

- Designed, planned and managed datacenter relocations, migrations and upgrades, including upgrading from Windows NT 4.0 and Windows 2000 to Windows Server 2003.
- Configured and deployed development, testing, staging and production environments for product development and hosting.
- Implemented Active Directory for hosting environment and internal network along with Group Policies and migrating from Exchange 5.5 to Exchange 2003.
- Deployed Windows Server Update Services for managing and maintaining security updates for Windows, Office, Exchange and SQL Server on all systems.
- Setup a company-wide spam filtering system using FreeBSD, Postfix and SpamAssassin to reduce and tag spam messages and viruses/worms propagated via e-mail.
- Deployed a corporate instant messaging system using Wildfire/Openfire Server and setting up external connectors.
- Setup and maintain a corporate wireless network with WPA2 in Enterprise mode for security and authentication.

Professional Activities

The Complete FreeBSD, Fourth Edition by Greg Lehey

Proofreader and Reviewer — June 2002–April 2003

Reviewed drafts of the book for typographical and technical errors, and provided feedback on content.

Volunteer Experience

FreeBSD

Volunteer — 2003–Present

Submitted typographical fixes and content updates for the [FreeBSD Handbook](#). Submitted patches, updates and maintain ported applications for the FreeBSD Ports Collection, including: [jEdit](#) stable and [development](#) branches, [getmail](#), [Snort IDS](#), [Oinkmaster](#) (Snort rules manager), and [BASE](#).

Dæmon News

Assistant Editor and Writer — August 2000–September 2003

Assisted in editing, writing articles and publishing the Dæmon News monthly online magazine.

Education

Portland Community College

1997-1998

Courses: Visual Basic, C, C++, Java, UNIX, and networking.

Publications

A complete list of published articles is available at <http://static.closedsrc.org/articles/>.

References

For privacy reasons, professional and personal references are not available online, but will be provided upon request.