

## WORK EXPERIENCE

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### **Stargate Connections Inc., Burnaby BC**

#### **Network Specialist**

*September 2012 to Present*

- Design and manage Canada-wide multihomed MPLS service provider network using primarily Juniper MX, EX and SRX platforms
- Conceive, implement and maintain high availability production Internet services running on Linux, including anycast DNS, redundant mail infrastructure and load balanced web services
- Develop scripts and tools for maintenance and provisioning of services and network equipment
- Manage arrangements with multiple providers of transit, customer access and transport services as well as peering across multiple Internet exchanges
- Responsible for deployment of Puppet automation to reduce server maintenance overhead
- Strong involvement in product development, overall network design, equipment purchasing decisions and operational policy

### **R.C.C.F.O. Inc., Surrey BC**

#### **IT Administrator**

*September 2008 to September 2012*

- Handled all information technology needs of a number of small businesses, including all support, maintenance and upgrade planning, hardware installation, network design and installation and small custom development or system engineering projects
- Set up and maintained Internet-facing Linux servers for internal use as well as at client sites
- Ongoing scripting and internal tool development, including backup and maintenance scripts for servers and routers

### **McKesson Medical Imaging, Richmond BC**

#### **Remote System Administrator**

*June 2006 to October 2007*

- Worked in a small team providing remote system administration to approximately 100 hospitals and clinics across the US and Canada
- Investigated and resolved all types of system problems as reported, including dispatching replacement hardware and troubleshooting complex OS, network and software issues
- Traveled to client sites to assist with system upgrades and emergency troubleshooting

### **Stream International, Chilliwack BC**

#### **Technical Support Agent**

*September 2002 to January 2003*

- Provided respectful and efficient support to end users of a major notebook computer vendor

### **Uniserve Online, Aldergrove BC**

#### **ADSL Coordinator**

*February 2002 to July 2002*

- Final point of contact for difficult customer issues; dealt directly with network and services teams to resolve difficult issues
- Trained and coached dialup support team to integrate with DSL services team

## EDUCATION & CERTIFICATIONS

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**Core Impact Certified Professional**  
**Cisco Certified Network Associate**

February 2015 -  
September 2013 to 2016

**Langara College, Vancouver BC**

**Applied Computer Science & Technology**

Winter 2004 to Spring 2006

- Java, C and C++ programming and software design
- Low-level networking and data communications technology, including specifics of popular protocols in the physical and data-link layers of the OSI model
- Digital system design and fundamental components of digital systems
- Information security including computer, network, process and system security
- Study of data structures, their applications, performance parameters and implementation details
- Operating systems theory including concurrency, driver development and system components
- Software engineering principles and project management
- Relational database technology using SQL and the Oracle database system

**Kwantlen College, Surrey BC**

**Computer Information Systems**

Winter 2003 to Spring 2004

## TECHNICAL SKILLS

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### **Networking**

- Strong understanding of communication protocols and standards typically used in an Internet context, such as IPv4, IPv6, TCP, DNS, HTTP, and SMTP.
- Practical knowledge of network management & routing technology such as BGP, IS-IS, OSPF, MPLS and STP including operational considerations such as network and routing policy design
- Experienced and competent with Juniper JunOS and Cisco IOS based networking equipment

### **Software**

- Proficient in administering servers running numerous Linux and BSD distributions, including Debian, Ubuntu, FreeBSD and RedHat
- Comfortable with Windows and \*nix command line utilities; vi user
- Broad knowledge of server applications and their configuration, including Apache, nginx, BIND, PowerDNS, MySQL, PostgreSQL and Postfix, among others
- Intuitive conceptual understanding of systems and services software design

### **Software Development**

- Varied experience with common scripting languages such as bash, Perl, Python and PHP
- Excellent grasp of database design paradigms and the use of SQL in various dialects including Oracle, PostgreSQL and MySQL
- Familiarity with ANSI C and C++, including POSIX and Linux-specific libraries
- Working knowledge of the CVS, Git and Subversion revision control systems