

J. PAUL HOLBROOK

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TECHNOLOGY ARCHITECTURE / MANAGEMENT: Infrastructure, Senior Operations & Technology Management

Extensive experience in infrastructure design and operations, project management, security, and software development. Demonstrated ability to gain respect of and build consensus with both technologists and business people. Technology pathfinder with long record of bringing leading edge technologies into organizations.

Systems Administration • Infrastructure Design and Management • 24x7 Server Operations
Process Improvement • Change Management • Systems Architecture & Design
Disaster Recovery • Technological Process Improvements • Systems Management Automation

2010 Dell, Atlanta, GA

Infrastructure engineer with Dell's Global Infrastructure Consulting Group.

- Oracle VM demonstration projects with Georgia Power and Harris corporation
- Attended training in BMC ADDM 8.1: BMC Certified Administrator

SITA, Atlanta, GA

Systems engineer contractor for security auditing project using OSSEC intrusion detection system. Installed OSSEC server using VMware ESX, identified and installed OSSEC on Solaris, Red Hat, and Windows servers.

2008-2010 Amana Academy, Atlanta, GA

Director of Education Technology for K-8 charter school. Sole IT person for 500 people (70 staff, 400+ students), 150+ machines.

- Engineered creative solutions during a time of budget challenges: created Windows client imaging infrastructure using open source FOG imaging system; moved static school website into Drupal CMS, converted staff to Google Apps for email, document sharing; documented all processes using DokuWiki.
- Technologies used: Window Server 2003, Linux (Ubuntu, Debian), Drupal, Puppet configuration management, Mercurial DVCS

2007-2008 SITA, Atlanta, GA

Systems administration contractor for Visa PCI security compliance effort; responsible for OS patching and migrating servers to secure networks.

- Found a little-used Wiki and used it to document the process and schedule for the project.
- Technologies used: Solaris 8,9,10; Redhat Enterprise 3; Veritas Cluster for Solaris; Solaris IPMP, TWIKI

2003-2007 EARTHLINK INC., Atlanta, CA

Roles: **Principal Engineer** as part of our disaster recover and QE testing infrastructure team, **Senior Manager Manager of Engineering** for web hosting, **Senior Manager for Portal Systems** (our customized start page), and **Senior Site Manager** in charge of the server infrastructure in our Pasadena data center. Staff managed ranged from 5 to 20, including remote staff.

Technologies: NetApp Filers, EMC Celerra NAS, Sun and Fujitsu SPARC servers running Solaris, Dell servers, IBM Blades, Red Hat Enterprise Linux, Remedy, MySQL and Oracle Databases, OpsWare, VMware

- Data center consolidation project: Moved 500+ QA & DR servers from Dallas to Atlanta and Pasadena.
- Evaluated OpsWare system management software and proposed strategy to consolidate QA/DR environment using OpsWare and VMWare.
- Member of Senior Technical Staff group (the top 30 engineers at Earthlink) convened by the CEO to unify the company's technology direction.
- Managed web hosting engineering team responsible for hosting infrastructure, a 120,000 customer business which provided 25% of EarthLink's profit. Worked closely with hosting project managers: advised on potential mergers, outsourcing, and new products.

- Took over portal engineering team (Earthlink's "start page") during time of staffing shortfall. Temporarily assumed role as lead technical expert, worked with project managers and developers to keep all new features on track, and improved strained relationships with development.
- As Site Manager for all Pasadena systems, oversaw three 24x7 teams responsible for 500+ production systems. Working above and beyond my charter, created change control procedures used by all SAs and ran the weekly change meeting. Created a wiki used by SA for inter-site coordination.

2002-2003 GEORGIA INSTITUTE OF TECHNOLOGY, Atlanta, GA

Systems Architect on Tech's "campus portal" project, combining access to email, personal and class calendars and student information. Technologies: SCT's Campus Pipeline, Java, Apache/Tomcat, and SunONE (iPlanet) web, messaging, calendar, and application servers.

- Created architecture to avoid single point of failure in vendors architecture.
- Analyzed the product's security architecture and integration with existing campus security technology.
- Proposed, implemented, and documented a configuration control process using CVS and rsync.

1996-2002 CNN, Atlanta, GA

Multiple roles as part of CNN's Internet Technologies group, which handled the infrastructure for major web sites such as CNN.com, cnnmoney.com, and cnnsi.com, and also other AOL Time Warner sites, such as HBO.com, NASCAR.com, and CartoonNetwork.com.

Vice President, Operations, CNN.com, 2001

Chief technical staff position, reporting to CNN.com's editor in chief.

- Under tight deadlines, coordinated with editorial and technical teams to on major efforts such as the 2000 FL presidential vote, MIR re-entry, video streaming, chat.
- Worked with CNN.com's editor in chief to increased CNN.com's traffic by 1.5 million users despite 30% staff cuts.

Vice President, Technology Planning, NASCAR.com, 2001

Liaison between our technology team and the Turner Entertainment family of sites (Cartoon Network, TNT, TBS, etc). Chief technologist for NASCAR.com. Responsibilities included evaluating partners and advising on deals.

- Launched NASCAR.com site.
- Major projects included hosting Dale Earnhardt accident report, initiating NASCAR on-line store, and hosting fantasy sports application.

Vice President of Technology, CNNSI.com, 2000

Brought in after the entire previous software dev team and managers quit to manage software development efforts for CNNSI.com, our sports site. Re-energized the newly hired developers, hired line manager, improved reliability of existing real-time sports feeds while driving to respond to the challenges of the new baseball season and the 2000 summer olympics. Operating budget: \$2 million.

- Came in under budget and with staff intact.
- Worked closely with CNNSI senior editor and business staff to evaluate and integrate new technology partners.
- Technologies managed included Perl, JSP/Javabeans, IBM MQSeries, Network Appliance; Sun Solaris servers, Netscape iPlanet webOS, Oracle 8/8i

Director, Internet Technologies, CNN, 1996-1999

Led team of 19+ system architects, capacity planners, project managers, quality assurance and system engineers with minimal turnover. Budget: 3+ M. In charge of all network and server infrastructure.

- Technologies included Sun Solaris servers, Netscape/iplanet web OS, Foundry load balancers, EMC Celerra NFS server, Oracle 8/8i.
- Engineered a ten-fold increase in capacity to keep pace with highly dynamic and unpredictable traffic brought on by news events such as the OJ Simpson verdict and Lady Diana's death.
- Initiated changed control procedures, an on-call rotation, and obtained funding for and staffed a 24x7 NOC operation.
- Managed application of open software system management solutions to 200+ live production servers.
- Spearheaded migration of HBO.com from NYC to Atlanta.

Career Note: Senior technical staff member at CICNet, one of the first ISPs (1991-1996, University of Michigan, Ann Arbor MI.) **Computer security expert** as one of the original members of the Computer Emer-

gency Response Team (CERT); Co-editor of the influential "Site Security Handbook", aka RFC 1244. (1990-1991, Carnegie Mellon University, Pittsburgh PA). 7 years experience as a **team leader and programmer** for the groundbreaking Xerox Star, the first commercial system to introduce mice, networking and GUIs (1982-1989, El Segundo CA).

EDUCATION & TRAINING

Bachelor of Science in Computer Science: University of California, Irvine. Trained in **meeting facilitation, group problem solving** and **process improvement** techniques. **ITIL Foundation level certified.**