Jon Etkins

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Highly experienced large- and medium-enterprise Systems and Network Administrator, seeking position in or around Austin, TX.

SUMMARY OF SKILLS AND EXPERTISE

- Over 25 years experience in Information Technology.
- Over 10 years in enterprise systems administration, infrastructure design, implementation and management.
- Skilled in creation, maintenance, tuning, backup, recovery, troubleshooting of enterprise DP networks.
- Strong knowledge of internet and intranet protocols, networks and infrastructure.
- Strong knowledge of virtualization and VMware products.
- Highly proficient learner of complex network system software and hardware.
- Strong knowledge of server hardware, including RAID and tape backup.
- Excellent problem-identification and problem-solving skills.
- Excellent verbal and written skills.
- Easy rapport through effective communication with individuals at all levels of the organization.
- Excellent communication with customers and teammates.
- Ability to multi-task, prioritize, and organize tasks for efficient and effective completion.
- Depth and breadth of experience to help get your infrastructure right the first time, or to rein-in an environment that is out of hand.

TARGET POSITION

Desired Job Type:	Network Administrator, Notes Administrator, Systems Administrator, Windows Administrator, LAN Administrator
Desired Status:	Full-time, permanent or contract
Company:	Anything from startup to enterprise
Site Location:	Austin, Texas
Availability:	Two weeks' notice

EXPERIENCE

IBM International Technical Support Organisation – Austin, Texas   **2006-2008**

IT Support Specialist

Installed, managed and maintained a diverse mix of departmental infrastructure and lab servers and networks, involving Microsoft, IBM, and Linux operating systems on various Intel and Power processor platforms, private and shared networks, routing, and firewalls.

- Implemented Windows Server Update Services to provide security and stability patches to servers on the isolated lab network.
- Championed the adoption of free VMware Server to reduce the hardware footprint needed for infrastructure services such as file, print, disk imaging, and WSUS.
- Instrumental in the early planning stages of a VMware Player-based "appliance" to simplify deployment and support of a standardized workspace for lab residents.
- Worked with project leaders to scope hardware and software requirements, gather necessary equipment, and ensure successful implementation.
- Provided OS and networking assistance to lab teams.
- Provided 24/7 support, including troubleshooting and resolution of hardware, software and network problems.

Austin Logistics Incorporated – Austin, Texas   **2004-2006**

Network and IT Administrator
As the one-man "IT Department" reporting to VP-level, managed, maintained, and supported the company's entire IT infrastructure including: implementation, monitoring and tuning of LAN, WAN, and VPN networks, firewalls, DMZ, public and internal DNS and DHCP; Windows, Linux, and Solaris servers; hardware and software specification and procurement; server and desktop software installation; desktop and end-user support for a user base which grew from approximately 50 to 75 people worldwide during this time.

- Planned and implemented the shutdown, disassembly, reinstallation, and re-provisioning of the entire IT infrastructure over a single weekend when the company moved to new corporate offices. All production systems were available for immediate use the next business day.
- Sized, purchased, and installed UPS and AC equipment for new server room, including environmental monitoring and alerts.
- Worked with consultants to migrate the company from Lotus Notes/Domino to Microsoft Outlook/Exchange.
- Implemented off-site Disaster Recovery environment.
- Implemented Domino clustering to provide constant availability and a near-online DR environment.
- Expanded the existing TSM backup environment to include key workstations in addition to the server farm.
- Provided 24/7 local and remote support, including troubleshooting and resolution of hardware, software and network problems.

IBM Developer Relations – Austin, Texas   **1999-2003**

Lotus Notes/Domino, Windows and Network Administrator
Managed and maintained the Lotus Notes infrastructures - and the hardware and operating systems underlying them - comprising the development, testing, and both internal and external production environments, for this growth area of IBM Software Group.

- Inherited a small unmanaged pool of Domino servers on both Windows and AIX platforms, with development and production intermixed.
- Designed and implemented plans to separate the environments, with management (access, backup, etc) tailored to each environment. Server farm grew to exceed 30 machines over the 4 years as the business expanded.
- Implemented Domino clustering to improve response times and provide load balancing and failover for production systems, and Domino partitioned servers to reduce the hardware footprint in testing environments.
- Implemented robust centralized backups.
- Provided 24/7 support, including troubleshooting and resolution of hardware, software and network problems.

IT Strategies Consulting – Austin, Texas   **2003**

Network Administrator, qualityoftouch.com
Installed and managed office network for small startup, including web and file server (RAID, tape backup, Apache, MySQL, and PHP), wireless and wired network, firewall, and peer-to-peer networking.

Orica (formerly ICI) – Melbourne, Australia   **1979-1999**

Senior Notes Administrator   1994-1999
First Lotus Notes Administrator for ICI Australia. Designed and implemented initial infrastructure using dial-up WAN connectivity. Designed and managed its expansion into an enterprise server network, moving from dial to packet-switched and eventually Ethernet as it became available within the company. The Australian team provided the key initiatives and expertise when the parent company combined the international ICI subsidiaries into a global Notes network, and the rework after Orica was subsequently split off from the ICI group.

- Responsible for installation and initial configuration of Notes 3.0c hub & spoke server backbone in the company.
- Key role in planning, implementation and deployment of global Notes domain, recertification of 1000+ users, and migration from Notes 3.0c/3.2 to 4.1, including site visits to migrate servers and users.

- Lead role in subsequent domain split following corporate divestiture, including recertification of 2000+ users into new domain, and migration to Notes 4.5 / 4.6.
- Diagnosis and rectification of problems from desktop to server, including replication and mail routing, modem connection problems, external domain cross-certification and management of firewall Notes domain, Notes SMTP MTA administration and monitoring, capacity planning.

Storage Administrator   1989-1994
- Responsible for tuning and maintenance of 1TB DASD farm, comprising IBM 3350, 3380 and 3390 devices.
- Responsible for installation, testing, initial specification & configuration of IBM SMS into the environment.

Database Administrator   1984-1989
- Mainframe IMS/VS administrator.
- Introduced DB2 into the enterprise, including initial installation, testing and configuration.

Mainframe computer operator   1979-1984
- Progressed from trainee through shift leader to Master Terminal Operator of IMS data network.

SOFTWARE SKILLS:

VMware Server, Player, Workstation, ESX Server; Lotus Notes client and Domino server, versions 3.0 to 7.0; Microsoft Windows 2003/XP/2000/NT, WSUS, Exchange 2003, Active Directory, SQL Server, SharePoint, Office 2000/XP/2003; Firewalls; Linux; Solaris; AIX; TCP/IP; DNS; DHCP; SMTP; IMAP; POP3; SNMP; Symantec Corporate AntiVirus and Mail Security for both Exchange and Domino; Mailtraq mail server; Spamassassin; Tivoli Storage Manager; Veritas Backup Exec; Retrospect Backup; Apache; IBM Systems Managed Storage; DOS; OS/2 2.0 to Warp 4; HTML; Compaq Insight Manager; RS232; BASIC; FORTRAN; PL/1.

HARDWARE SKILLS:

Intel-based computer hardware, including IBM System x, Netfinity and PS/2, Dell PowerEdge, Compaq Proliant, and scratch-built custom machines; IBM/Lenovo Thinkpads; SonicWALL firewalls and VPNs; Juniper SSL VPNs; Cisco routers and VPNs; managed switches; ethernet; network cabling; SCSI RAID; DAT, DLT and DDS tape hardware including robotic tape libraries; modems and RS-232 communications; DEC PDP-8/L & 8/E; IBM S370, IBM 3033, IBM S390.

OTHER INTERESTS:
Motor sport: Club- and National-level competitor with an excellent record of success in both individual and team events. Various car club officer positions held, including Club President. Instructor with Apex Driving Academy and The Driver's Edge.
Scuba diving: PADI Advanced Open Water and Nitrox certifications.
Member of International Mensa.

REFERENCES:

Available on request.