

JAPHETH C. CLEAVER

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OBJECTIVE

Seeking a varied and challenging system administration position requiring new and creative applications of technology to solve functional problems.

GENERAL QUALIFICATIONS

Can offer a diverse and eclectic background in system administration, development, NOC management, consulting, customer support, and internal help desk support. Demonstrated proficiency in optimization of legacy projects, Xen virtualization, software development, mass RedHat-based deployments, HA Linux cluster design, qmail clusters, NOC management in 24-hour support environments, and backend design of LAMP stacks and 3-tier web platforms.

EXPERIENCE

11/2008-5/2011 *Unix Systems Administrator, Sony Online Entertainment*

- Deployment and maintenance of Linux systems and app software in multiple clusters across eight data centers totaling approximately 4000 mostly Dell PowerEdge hosts
- Took lead on several projects, including: host classification, Citrix Xen virtualization, third-party server hosting (for SCEA and other Sony entities), integration of internal build clusters on RHEL-like platforms, and RedHat automated provisioning technologies, including Cobbler, kickstart, and Func
- Evaluated and performed POC work for Eucalyptus and other cluster technologies
- Architectural planning for redesigns of DNS, internal mail service, configuration change management, and build control systems for game nodes and world clusters
- Evangelized cross-department coordination of monitoring systems, such as Zenoss and Xymon (and contributed code back to the latter project)
- Heavy departmental documentation writing and re-organization within corporate wiki.
- Run-of-business activities included DNS, mail, Apache, and Tomcat configuration management, RSA SecurID (ACE/Server) management, OS upgrades, and security fix deployment across installed base for Sony's GISS compliance
- Rotated 24/7 on-call support

10/2006-11/2008 *Senior System Engineer, Airband Communications, Inc.*

- Stayed on after company purchase performing substantially the same duties, but with added emphasis on VoIP infrastructure support
- Level-1 NOC management during transition and prior to outsourcing

8/2003-10/2006 *Senior System Administrator, Volonet Technologies (dba RedWire)*

- Product development and administration of managed services, dedicated Linux servers, and webhosting platforms
- Extensive critical support and programming for managed Linux server customers
- Day-to-day SA work on existing corporate infrastructure
- Deployment of clustered, HA Linux systems for internal and customer use
- OSS development and patching, and deployment using RPM
- Implemented custom billing and provisioning software to replace legacy systems
- Monitoring-system integration across Hobbit, Big Brother, WUG, Netcool, and mon
- Development and support of distributed qmail/vpopmail clusters using NetApp (SAN) and custom multi-TB RAID network storage. Services were still in use eight years later in substantially the same form.
- BIND, djbdns, and IPControl administration
- 24/7 on-call support

1/2000-8/2003 Chief Engineer (System Administrator), Internet Express, Inc

- Provisioned and designed Linux, Solaris, FreeBSD, and IIS servers
- Provided direct support to collocation and advanced Linux/HA cluster customers
- Planned and implemented new products and services at medium-sized regional ISP (revenue forecasting, ROI, industry-tracking, etc.)
- General internal website administration, using custom CMS software built from XHTML, mod_perl, fast_cgi, and other tools
- Administered MySQL/MSSQL and NT4 and Win2K servers
- Perl and shell scripting for Big Brother, snmp, and RODOPI billing system integration
- Provisioning of DSL lines and other L2 support
- 24/7 on-call support

1/1998-6/2001 Technology Coach, College of Education/SCHD, San Diego State University

- Extensive AppleScript automation for Mac deployment; developed (classic) MacOS client for Big Brother monitoring system
- Off-site (in-house) training for Education Technology faculty members
- Oversaw 150-200 unit SCC Lab transition from ASIP to MacOS X Server (Rhapsody)
- Linux, Solaris, and FreeBSD evangelization
- General NT4 and MacOS desktop support to students and staff
- Help desk operation support; provided front-level support for LaTeX, TCL, HTML, SQL, RCS, and other Unix tools

2006-present Owner, Terabithia Consulting

- Professional services involving system administration, architectural design, monitoring, programming, and operational support for Unix/Linux production systems
- Past clients include Airband Communications, Benchmark Revenue Management, and CoolerEmail, Inc

EDUCATION

1996 San Diego High School, International Baccalaureate program
HL English/Mathematics, SL Economics/History. Graduated GSE HH, 1510 SAT

2011 San Diego State University
BAs in Philosophy and Political Science expected

REFERENCES

Ted Garrington	Past Technical Operations Director, SOE	mstrzoot@yahoo.com
Deon Mitton	Past Unix Systems Manager, SOE	li@capesafari.com
Rob Ayer	Past Director of Operations, Volonet/Airband	robayer@gmail.com

SKILLS AND KEYWORDS

Perl, Bash, Shell, syslog, Cobbler, Kickstart, Func, VMWare, Citrix, Xen, RPM, RSA, SecurID, CPAN, CentOS, Scientific Linux, RedHat Enterprise Linux, RHEL, Red Hat Linux, Fedora, Yum, RedHat Kickstart, DBI, mod_perl, Template Toolkit, Catalyst, TCP/IP, Wordpress, DRAC, SunOS, QFS, XFS, NetApp, qmail, sendmail, apache, bind, Tomcat, vpopmail, postfix, Courier-IMAP, dovecot, memcached, SNMP, DJBDNS, Xymon, Netcool, Cacti, Zenoss, Certmaster, Certmonger, CFengine, Puppet, HA Heartbeat, Perforce/P4 (deployment), Subversion, CVS, RCS, MS Office, MySQL, MSSQL, GNUPG

VOLUNTEER WORK/ORGS

15-yr member, Kappa Kappa Psi/Tau Beta Sigma, National Honorary Band Service Fraternity/Sorority
- Leadership development; regional nomination, and national parliamentary revision committees
National Association of Parliamentarians
CERT San Diego; NREMT, EMT-B certified
SOS Outreach and Support, San Diego State University
Open Directory Project
Contributions to various OSS projects, e.g., Xymon, SpamAssassin