

[Archivist's Note: Josh Neal died unexpectedly in December 2007.]

Josh Neal
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UNIX Mercenary Seeks Adventure and Profit.

Skill set:

- Linux, Solaris, AIX and general UNIX System Administration
- Skilled in C programming, UNIX shell scripting (sh, bash, sed, awk, perl, python)
- In-depth knowledge of Apache, DNS (BIND) and Sendmail
- Well-versed in current SOAP, XML-RPC, WebServices/SOA best practices
- DBA experience in Oracle 8i, 9i, 10g environments as well as MySQL, PostgreSQL and SQLite
- Experience configuring and troubleshooting TCP/IP networks and Cisco IOS based routers and switches
- Utterly unafraid of soldering irons, duct tape, and midnight hacks

Professional Experience:

Splunk, San Francisco CA
Senior Sustaining Engineer
November 2007 - Present

As a member of the Software Engineering staff, triage customer-reported issues with the Support team; develop, test and release fixes to deployed software branches. Develop regression test suites in Perl for unit and system testing via TETware environment. Configure and maintain broad array of UNIX systems for SQA lab. (Several Linux flavors, Solaris, AIX, FreeBSD, OS X)

Taos Mountain, Santa Clara CA
UNIX Systems Engineer (Consultant)
August 2007 - October 2007

Contracted by Taos Mountain for Reactrix Systems in an effort to regain control of a sprawling international Media Network of embedded Linux kiosk systems. Developed and deployed backup system based Veritas Netbackup on Solaris SPARC for internal IT, including server backup policies and tape rotation. Also deployed similar system based on Amanda for production Media Network MySQL, Ruby On Rails, and remote access servers. Implemented custom perl scripts to parse and consolidate Nagios alerts, analyze kiosk system and application log files. Contributed sage advice re: network troubleshooting to NetworkOperations team in times of great need.

Port of San Francisco / 21tech
San Francisco, CA
March 2007 - December 2007
UNIX Systems Engineer (Consultant)

Contracted by 21tech for the Port of San Francisco as part of a project to migrate production Oracle database from Y2K-vintage legacy system (Oracle database version 7.3 / Oracle Financials 10.7 on AIX 4.3 RS/6000) to modern

environment (Oracle 10g database / Oracle E-Business Suite 11i.5 on RedHat Linux Enterprise 4). RedHat Linux systems were hosted in a VMWare ESX cluster. Project involved emergency maintenance of unmaintained, unsupported systems abandoned by the vendors, provisioning and deployment of remote access systems, development of environment porting plan, deployment of reliable backup system (Veritas NetBackup in conjunction with Oracle RMAN), rewrite of custom KSH and PL/SQL scripts, ad-hoc debugging of custom forms and reports.

Reactivity, Inc.

Belmont, CA

August 2004 - January 2007

Technical Support Manager, Primary Technical Support Engineer, Hardware Engineer

Provide all tiers of Technical Support 24x7 to end-users of Reactivity's SOAP/XML Web Services security appliance. Familiar with troubleshooting and debugging client applications developed for .NET (Visual Basic and C#) and J2EE (WebSphere, WebLogic, Sun ONE). Leverage experience with UNIX networking infrastructure to resolve customer issues. Developed and maintain customer ticket tracking system, customer facing Support website. Responsible for development of internal product documentation and Best Practices references. Act as customer advocate to Product Management, Engineering.

In the Hardware Engineer role, transitioned Reactivity's appliance product line from Dell 1U Xeon systems to Sun 1U and 2U AMD systems. Platform transition required augmentation of RedHat Enterprise software base to include necessary drivers, modification of existing SNMP monitoring infrastructure to use OpenIPMI to report on Sun-specific hardware status information. Reactivity's appliance makes heavy use of the nCipher nForce SSL accelerator/hardware key store; a custom PCI riser card and cable assembly were developed in order to mount this full-height card in the half-height-only Sun chassis.

IronPort Systems

San Bruno, CA

September 2003 - June 2004

Senior Customer Support Engineer

Provide Level 3 Technical Support to end-users of IronPort's proprietary mail server appliances. Leverage experience with UNIX networking software (BIND, Sendmail, Postfix) and network troubleshooting to resolve customer issues. Act as liaison from Support to Engineering. Act as point of contact for high-profile customers.

VA Linux Systems

Fremont, CA

May 2001 - September 2003

Hardware Engineer

Performed qualification testing of disk drives (SCSI and ATA) and RAID subsystems on VA's Intel-based product line. Became intimately familiar with SCSI logic analyzers, wire-level protocol troubleshooting. Identified and resolved interaction issues with Linux kernel and vendor firmware.

After the close of VA's Hardware group in June 2001, remained on staff as Chief Engineer and Head Bottle Washer of the Sustaining Engineering Department to provide Engineering level support as part of the company's warranty commitments to legacy customers. Duties included development of Linux i2c/smbus driver for ServerWorks OSB4 SouthBridge, Linux driver for Winbond/AsusTek Hardware Monitoring chipset, debugging and resolution of strange field issues including thermal and power induced failures. Provided

ongoing training for 1st and 2nd level TechnicalSupport staff. Acted as System Administrator/Software Developer for legacy manufacturing software installation/quality testing environment.

Engineering operations in support of legacy hardware concluded in May 2002. Remained on staff as Engineer without Portfolio, assisting the Technical Support Department with support services for VA's Collaborative Development software, SourceForge Enterprise Edition, as the primary Solaris reference. Became intimately familiar with day-to-day administration of Postgres 7.x, Oracle 8i and 9i database systems. Also act as Senior UNIX System Administrator for the Information Technology department as a contact for network issues with Cisco/Foundry based infrastructure.

VA Linux Systems
Fremont, CA
November 2000 - May 2001
Manager, Technical Support Department

Built in-house Support group of 15 people from the ashes of an out-sourced helpdesk. Oversaw daily operations of Level 1 and Level 2 Technical Support, Depot Repair and Field Service.

VA Linux Systems
Fremont, CA
February 2000 - November 2000
Lead Engineer, Technical Support Department

Provided Level 2 Technical Support to end-users of VA's Intel-based Linux server equipment. Leveraged experience with UNIX networking software (BIND, Sendmail, Apache) and hardware troubleshooting to resolve customer issues. Acted as liaison from Support to Engineering. Acted as point of contact for high-profile customers. Managed escalation path between internal 2nd level helpdesk and outsourced 1st level.

Cobalt Networks
Mountain View, CA
February 1999 - January 2000
Senior Support Engineer

Provided phone and email-based assistance to end-users of Cobalt's Linux server appliances. Performed troubleshooting and configuration of BIND, Apache, Sendmail, CGI/Perl scripts, TCP/IP networks, Samba/CIFS/NFS/AppleTalk file servers. Ministered to the clueless. Developed field fixes to defects in Cobalt's web-based configuration system, then assisted Software Engineering's defect resolution efforts.

Exodus Communications
Santa Clara, CA
July 1998 - January 1999
Network Control Center Engineer

Responsible for monitoring of data center equipment and hosted systems, alerting of Engineering staff in case of incident. Provided troubleshooting advise, sympathy to colocation customers during issues. Responsible for maintaining legacy T1/2501 configurations, and resolving disputes with telco circuit providers.

MacDaddy Computers
Modesto, CA

July 1996 - July 1998
Jack of All Trades

Wore nearly every hat in startup Macintosh sales/service shop: counter and corporate sales, network engineer, Macintosh evangelist, Mac repair technician, mail server administrator, database administrator/architect, phone technical support.

NeXT Computer
Redwood City, CA
May 1995 - June 1996
Quality Assurance Engineer, NeXTadmin Test Group

Developed black and white box test suites for UNIX command line and NeXT-UI based networking utilities (NIS/YP, NetInfo, DNS) with awk. Assisted in development and rollout of enhanced internal bug tracking system. Assisted in design of API-level compatibility test suite for OpenStep cross-platform implementation.

Franklin and Marshall College
Lancaster, PA
September 1993 - May 1995
System Administrator, IT Department

Provided Macintosh support to faculty and staff. Managed 4 campus Macintosh labs and the main AppleShare file servers for the college. Ported rdist to the Mac in effort to gain control of lab machines. Administered AppleTalk to IP gateway, Usenet news feed.

Professional Education:

Almost exclusively self-taught in real-world customer environments. Attended following training circular:

- GeoTrain's Introduction to Cisco Router Configuration, 11/98
- GeoTrain's Advanced Cisco Router Configuration, 12/98

Education:

B.S. Computer Science, California State University, Stanislaus, 1998
Undergraduate work toward B.S. Mathematics, Franklin and Marshall College