

Charles Wyble

Phone: 818-280-7059

E-mail: charles@thewybles.com

Summary

Senior Linux/Windows system engineer with an extensive background in all aspects of system design, implementation and support.

- Proven leadership, communication, project management, and analytical skills.
- Frequent speaker and writer on a wide variety of technology related matters.

Employment History

Linux System Engineer

Evite.com (West Hollywood, California)

July 2008 - October 2008

Provided day to day operational support (including code deployments, task automation and extensive documentation of existing processes) to a 40 person division of Interactive Corp. Evite.com has between 10 and 30 million daily visitors and sends out well over 2 million messages per day (24,000 invitations per hour). Was laid off due to budget cuts and lack of work.

Senior Linux System Engineer

Cast & Crew Entertainment Services (Burbank, California)

March 2008 – May 2008

Provided engineering, operational and design/architecture expertise for a 200 person company. My daily responsibilities included:

- Staging and deployment of Java/C code into production
- Documentation of various procedures, such as adding new users, building servers etc
- Providing tier-2 support for operations personnel
- Monitoring the servers using Whats Up Gold, manual checks, custom scripts and logwatch e-mails.

Technologies used in the environment included:

- HP SAN
- VmWare ESX 2.5/3.0
- BIND 9.2
- Perl
- MySQL 4

Projects included:

- Addition of e-mail storage capacity to the mail server. Created documentation of the entire mail system, and added storage with no user impact.
- Migrated bank data transfer from modem (using Kermit) to FTP (utilizing lftp and curl).

Senior Linux/Windows System Engineer

Siderean Software (El Segundo, California)

2007-2008

Provided desktop and server support to a 20 person team of software engineers and QA personnel. Infrastructure in the environment was used to host some external properties which ran our software (pressroom.oracle.com, events.oracle.com and otnsemanticweb.oracle.com/) as well as internal development systems.

Technologies used in the environment included:

- Tomcat 5.5 servers
- Subversion
- OpenVPN/Linux Virtual Server/IPTables
- Windows 2003 / Sharepoint
- Oracle 11g (on Windows and Linux), MySQL (Linux) and MsSQL (on Windows 2003)
- Nagios

Daily tasks included:

- Monitoring the various public properties using Nagios, manual checks and an external monitoring service.
- Promoting code from QA into staging and production
- Handling desktop support needs such as new user setup, hardware support etc.
- Backup and restoration tasks

Projects:

- Deploying a new DNS server on Windows 2003
- Ensuring nagios coverage of all servers and applications
- Deploying a log monitoring solution for our application logs to rapidly allow root cause analysis of server crashes

Linux/Windows System Engineer

Walt Disney Internet Group (Parks and Resorts Online) [WDIG/WDPRO] (Glendale, California)
2006-2007

Assisted a 10 person team with design, architecture and daily operational tasks for all WDPRO properties. Combined the properties served over 200 million guests annually and generated over 1 billion dollars in revenue. Technologies used in the environment included:

- 15 HP DL 385 Windows 2000 IIS 5.0 Web servers (with custom ISAPI filters)
- 60 HP DL 385/585 Windows 2000/2003 Barista Servers (proprietary Java 2 Enterprise Edition [J2EE] servlet container akin to tomcat)
- 40 HP DL 385/585 Redhat (RHEL 4) Jboss Servers
- 12 HP DL 385/585 Tomcat servers
- 10 separate backend lodging/reservation/systems of record run by business unit partners.
- Keynote, AlertSite, Gomes, Sitescope, OpenView and custom application specific monitoring scripts
- Cisco LocalDirector and F5 Big IP load balancers
- 10 HP 385/585 SQL 2000 Servers and 6 HP 385/585 Oracle 10g Servers
- 4 HP 385/585 MQ 5 Series servers

Daily tasks included:

- Promotion of Java application code to production from QA.
- Monitoring the ticket queue (HP Servicedesk) and assigning tickets to appropriate team members or shared service groups.
- Requesting and verifying firewall rule changes from the network services group.
- Remediating security vulnerabilities found by internal and external scans performed by the Information Security/Risk Management group.
- Requesting database pushes, database maintenance and application design assistance from the database operations group.
- Launching completely new properties, as well as feature enhancements and bug fixes to existing properties.

Projects:

- Migration from ATT EdgeCache to Akami EdgeSuite Content Distribution Network
Enabled higher availability and improved administration/metrics by a 0 down time migration of all WDPRO properties from ATT to Akami CDN.
- PCI/CIS Compliance
Led the largest PCI/CIS compliance project in The Walt Disney Company, and ensured complete compliance from an operations/infrastructure perspective across all requirements.
 - Implemented Host Intrusion Detection/Prevention utilizing Symantec Critical System Protection.
 - Assisted in the design, architecture and deployment of the WDIG Active Directory forest. This allowed a single system of record for authentication and authorization as well as centralized security policy enforcement.
 - Implemented RSA Application Encryption such that customer and cardholder data was encrypted during the entire lifecycle of a transaction.
 - Deployed Centrify Direct control to all Linux systems to integrate those systems with Active Directory.
- Disneyland Booking Engine Re-architecture
Led the implementation of a booking engine re-launch for Disneyland Resort from QA and Load Test to production.

Linux System Engineer

Electronic Clearing House (Camarillo, California)

2005-2006

Maintained the Linux portion of a 24x7 check and credit card processing environment as part of a 4 person team. The environment consisted of:

- 1 Terabyte MySQL reporting database running on a Dell PowerEdge 2800 attached to an EMC Clarion SAN
- 300 GB Oracle database running on a mix of PowerEdge 2800/6800 machines all SAN attached.
- 1.5 Terabyte Oracle Data warehouse running on 4 PowerEdge 2800 machines all SAN attached.
- Gentoo LAMP e-commerce system for merchantamerica.com hosting 4,000 stores
- 2 Itanium BEA WebLogic servers running on RHEL3

Daily tasks included:

- Procuring, deploying, supporting Dell PowerEdge 2600/2800/6800 RHEL4 application and database servers.

- Deploying C,Java,PHP code and Oracle/MySQL database updates into production after testing in QA.
- Managing over 200 Terabytes of storage hosted on 2 EMC Clarion Fiber Channel arrays and the associated switching fabric and HBAs
- Managing over 100 Terabytes of storage hosted on Equal Logic and Promise iSCSI arrays and the supporting network infrastructure.
- Supporting development/QA application and database servers.

Projects:

- System Intrusion Recovery
Identified and eliminated root cause of a system intrusion into our ecommerce environment.
- Encrypted Backup System
Helped meet disaster recovery and PCI compliance requirements by deploying encrypted backups, utilizing OpenSSH and public/private key encryption.
- File Integrity Checking
Assisted in meeting PCI regulatory requirements by deploying file integrity checking software to all Linux/UNIX machines.
- MySQL server migration
Improved performance of MySQL environment 90%, by moving to a new server infrastructure.

Windows/Linux/HP-UX System Engineer

Newroads (Pacoima, California)

2002-2005

Provided system engineering, and end user support as part of a 3 person team, for a fulfillment house. The environment consisted of:

- A 300 user Windows NT/Exchange 5.5 Environment hosted on Dell and HP servers.
- 3 HP-UX Systems running Informix and order/warehouse management software.
- 6 Apache/PHP5 Web servers hosting various customer, client, and business partner facing applications hosted on Dell servers.
- 2 MySQL4 servers hosting data warehouse and IVR application data hosted on Dell and HP servers.
- Various Cisco IP and frame relay router links to other business units nationwide, payment processors and financial institutions.
- Cisco Local Director load balancer.
- Cisco PIX firewall

Daily tasks included:

- Setting up new users (UNIX/Windows/Exchange accounts)

- Keeping desktops free of viruses/spyware and up to date with patches. Utilized Spybot Search and Destroy, and LavaSoft AdAware as well as some scripts I developed to perform regular audits and manage the software from a central location.
- Maintaining printers, user systems and servers (cleaning/part replacement/memory upgrades)
- Deploying C and PHP code into production from QA.

Projects:

- Software/Hardware inventory system
Met software license compliance and security requirements by developing a custom inventory system. Utilized VbScript, Windows Management Instrumentation (WMI) and ADODB and a visio diagram linked to the back end database.
- Windows 95/98/NT to 2000 migration
Improved manageability, security and reliability by migrating all desktops to Windows 2000 SP4. This allowed much better hardware/software inventory abilities, as well as much richer group policy management.
- Legacy network migration
Architected, purchased, implemented and supported a 300+ node network. Migrated from an error prone hub based network to an enterprise class, gigabit backbone, highly available (multi path, Spanning Tree Protocol) switched network.
- Deployed Remote Control Software
Increased compliance with Service Level Agreements and user satisfaction by deploying UltraVNC.
- Built out client/business partner web application farm
Planned, deployed, configured and supported a 4 node web farm hosting client and business partner applications. This included configuration of the load balancer and web servers as well as SSL certificate installation.
- Built a software release system
Planned, developed, deployed, documented and maintained a software release system. Implemented source control with CVS and used rsync to deploy code from QA into production.