

SHAWN BOYLE

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SYSTEMS ENGINEER ~ IT SPECIALIST

Solutions-oriented IT Professional with 13+ years of proven success designing and implementing cost-effective, high performance technical solutions to meet challenging business needs.

- ✓ Practiced in all aspects of systems engineering, maintenance, and support across multiple platforms, languages, and environments.
- ✓ Successful in partnering with stakeholders, management, vendors, and teams to evaluate needs, define strategies, and ensure the timely delivery of quality-driven technology and cost-cutting process improvements.
- ✓ Concept-to-execution driver and turnaround specialist for multimillion dollar, mission critical projects; aggressively meeting project milestones while managing budget constraints.
- ✓ Natural communicator and team leader with strong motivational skills; interfaces effectively with upper management, staff, peers and clients.

TECHNICAL PROFICIENCIES

Operating Systems:	Windows Server Family [NT4 – 2008], Red Hat Enterprise Linux, CentOS
Languages:	Perl, XML, SQL, HTML
Testing Tools:	Nmap, Wireshark
Software:	Apache, SELinux, BIND, Exim, Sendmail, Orion Network Performance Monitor, Active Directory, Exchange, IIS, VMWare, XenServer, Freeswitch, Symantec Backup Exec, Bacula
RDBMS:	MySQL, PostgreSQL, MS-SQL
Protocols:	SMTP, DNS, SNMP/Syslog, WMI, LDAP, SIP/RTP, HTTP
Hardware:	HP ProLiant Servers, StorageWorks and Quantum Tape Libraries, Barracuda Mail Gateways, Snom IP Telephones

PROFESSIONAL EXPERIENCE

INDEPENDENT IT CONTRACTOR / GELLER & CO. – New York, New York

2008-Present

IT Consultant (2008-Present)

Geller & Co., Server Engineering Consultant (2009-Present): Perform installation, maintenance, backup, and troubleshooting of server infrastructure and systems including DNS, DHCP, and SNMP. Analyze client business needs and hardware requirements, recommend new systems/products, execute project management/planning initiatives, and deliver expert technical advice and 3rd level support.

Key Achievements:

- ✓ Achieved highest levels of client satisfaction based on timely implementation with minimal business disruption and highly responsive support.
- ✓ Vitalized client operations and improved productivity by automating and upgrading systems and delivering strategic and user-friendly technical advice, support, and training.
- ✓ Key contributor to successful relocation of 180 server data center. Authored custom inventory tracking scripts to record and verify state of physical and virtual servers pre- and post-installation within new data center.
- ✓ Maintained RSA DLP Linux servers and modified vendor supplied image to support client requirement for LVM.
- ✓ Credited with designing and architecting VoIP SOHO phone system around open source Freeswitch IP PBX.
- ✓ Built and maintained public facing, co-located, CentOS servers to host websites for multiple domains.
- ✓ Deployed SMTP environments for multiple clients built on Exim mail server running on CentOS. Servers featured spam/virus checking, greylisting, and rule based access control.
- ✓ Constructed Active Directory and Exchange environment with Outlook Web Access for remote access through a web browser and Windows Mobile smart phones.
- ✓ Authored Citrix monitoring utility, as well as inventory reporting tool for VMWare environment.
- ✓ Credited with designing and architecting VoIP SOHO phone system built on Freeswitch and CentOS.

- Continued

CANADIAN IMPERIAL BANK OF COMMERCE (CIBC)/Oppenheimer & Co. – New York, New York 1997-2008

Server Engineer, Global Intel Engineering (2003-2008): Promoted to oversee new software architecture, installation, and deployment across multiple business units for multibillion dollar national retail and investment bank. Provided 3rd level server and application support for 4000+ users within fast-paced, deadline-driven environments. Liaised with project managers in design/implementation of Intel server components for application systems. Planned and executed large-scale infrastructure upgrades, user migrations, troubleshooting, and maintenance. Aggressively met project milestones while managing strict time constraints and minimizing user downtime. Analyzed business needs/risks, hardware requirements, and vendor recommendations; selected and implemented new systems/products for development, User Acceptance Testing, and production environments. Produced detailed documentation for new systems and trained 2nd level support teams in best practices.

Key Achievements:

- ✓ Sharpened throughput within a variety of units through new system configuration and upgrades.
- ✓ Tracked a broad range of industry best practices, benchmarks and emerging technologies to consistently deliver high-quality solutions early and at significantly less cost than budgeted.
- ✓ Earned reputation as 'go-to' resource for high-risk projects and technical issues, demonstrating strong diagnostic skills across multiple platforms and disciplines.
- ✓ Optimized testing processes and slashed upgrade costs by devising methodology to efficiently test performance of in-house applications and determine actual hardware requirements.

Notable Projects:

- ✓ Recognized for pivotal role in major, multi-phase optimization project to consolidate multiple data centers in New York, New Jersey, and Toronto into 2 facilities in Canada.
 - Determined optimum server configuration; spearheading significant cost reductions through application sharing.
 - Increased stability and scalability through clustering and distinct production, test, and development environments.
 - Developed and deployed migration strategy to maximize uptime and minimize business disruption.
- ✓ Orchestrated numerous migrations of 200-400 users to consolidate NT domains and integrate acquired organizations into bank's Active Directory structure.
- ✓ Elevated data accuracy, security, and reporting efficiency by writing scripts to interface with Active Directory and generate reports enabling Data Security team to discover abandoned directory objects, stale passwords, and security violations.
- ✓ Supported and managed the VMWare ESX environment. Developed base server images for different development groups. Built a utility, fronted by a web page, to allow application developers to build, copy, and destroy their own virtual servers. Wrote utility programs for the server team to manage and maintain large numbers of virtual servers including group shutdown and startup, property verification, and reporting.
- ✓ Developed a utility to increase the reliability of VMWare servers by monitoring snapshot status of virtual servers during the backup and e-mailing all members of the support team when problems develop.

Server Administrator, Intel Server Operations (2000-2003): Planned and executed design, implementation, maintenance and support of all Windows based server class hardware. Determined requirements and performed installation, deployment, and upgrade of new infrastructure systems and applications. Provided Level 2 troubleshooting and support for Windows servers. Coordinated data center backup operations for 200 servers, as well as hardware diagnostics, repair, and replacement. Maintained high levels of system stability/reliability.

Key Achievements:

- ✓ Decreased resolution times and increased customer satisfaction by creating tools to automate and simplify routine procedures for support teams.
- ✓ Strategically and cost effectively utilized technology in alignment with organizational goals, consistently delivering projects ahead of schedule and within budget.
- ✓ Led successful initiative to build Citrix MetaFrame XP environment for U.S. operations.
- ✓ Praised for major role in post 9/11 business recovery; restored and rebuilt entire data center and achieved full functionality of critical systems before market re-open the following week.

Desktop Technician / LAN Administrator (1997-1999)

Note: Additional experience includes **Server Engineer** for Oppenheimer & Co. (2008). Recruited after corporate acquisition of multiple CIBC business units to oversee build out, operations, and maintenance of Windows based servers and former CIBC systems. Automated and stabilized development processes by creating VMWare provisioning system. Early career history includes **Intern, Internal Systems Support** with Bloomberg, LP (1997).