

Ronald P. Bergeron

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INFORMATION TECHNOLOGY / NETWORK MANAGEMENT

PROFILE

- Dynamic technical career in the design, development, implementation, and management of cutting edge technologies, systems, and operations.
- Excellent verbal and written communicator with strong organizational and problem solving skills.
- Proven ability to focus on details while maintaining an overall view of projects in a fast paced environment.
- Reliable, goal-oriented innovator who can succeed as a team member or as an individual contributor.

TECHNOLOGY STRENGTHS

Certifications

- Sun Certified Solaris Administrator
- Sun Certified Network Administrator
- Sun Certified Workgroup System Engineer
- Sun Certified Enterprise System Engineer
- Sun Certified Data Management Engineer (Solstice DiskSuite)
- Sun Certified Data Management Engineer (Veritas Volume Manager)
- Veritas Certified Hi Availability Specialist Level 1 for Unix
- EMC Proven Professional certification for CLARiiON
- Cisco Certified Network Associate
- Certified Novell Engineer (NetWare 3, NetWare 4, and NetWare 5)
- Certified Novell Administrator (NetWare 3, NetWare 4, and NetWare 5)

Operating Systems

- Solaris, Linux, NetWare 3, 4, and 5, Windows 9x, Windows NT, Windows 2000, DOS

Programming

- Perl, C, PHP, Shell Scripts

Hardware

- Sun Ultra1, Ultra2, Ultra10, Ultra 60, E220R, E280R, E250, E420R, E450, E4500, E6500, 280R V240, V480, V880, V1280, 12K, and 15K servers. Compaq/HP ProLiant DL servers. Sun A1000, D1000, A5200, and T3 disk arrays. EMC CX200, CX400, and CX600 disk arrays. Cisco 2900, 5000, 5500, and 6500 ethernet switches, PIX firewalls, 2501 and 7204 routers, Route Switch Module, Barracuda Spam Firewall, Barracuda Web Filter.

Other Skills

- Veritas Volume Manager, Veritas Cluster Server for Unix, Sun RAID Manager, Sun DiskSuite, PIX Firewall configuration, Apache Server configuration, F5 Big/IP load balancer configuration, Cisco switch and router configuration, Big IP load balancer, Big Brother network monitoring tool, Veritas NetBackup, EMC NetWorker, and ARCserve backup software, Visio, MS Project, standard office applications.
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CURRENT RESPONSIBILITIES

Converge (formerly NECX) – Peabody, Massachusetts, 2004-Present

- Manage the Production Services group which provides technical services including the Help Desk and server administration for Converge world-wide.
- Architect, deploy, administer, and monitor all Solaris and Linux servers.
- Architected, deployed, administer, and monitor the Sun V490 cluster used for our production Oracle databases. This uses Veritas Cluster Server and includes an EMC CX300 disk array.
- Architected, deployed, administer, and monitor the 4-node Linux/Apache/JBoss QTrade environment to eliminate an on-going performance problem caused by JVM memory issues and to increase availability.
- Provide primary Unix and secondary Windows support to the company.
- Automate and streamline backend processes by writing Perl and shell scripts.
- Implemented an extensive monitoring system using Open Source products to monitor, send alerts as needed, and provide historical information about all production, staging, and development servers.
- Selected and implemented an Open Source ticketing system used by Converge IT.
- Selected and implemented an Open Source hardware and software inventory system which also feeds information into the ticketing system to allow us to link tickets to hardware.
- Wrote all current IT policies.

SELECTED ACCOMPLISHMENTS AND CAREER HISTORY

NEXL Network Systems – Peabody, Massachusetts, 2001-2004

- Senior Systems Engineer primarily specializing in Unix systems.
- Design and implement high availability, high performance Unix computing environments for customers in a variety of industries including banking, insurance, manufacturing, Internet, and entertainment in Massachusetts, New York, California, and Connecticut.
- Perform pre-sales engineering role in initial design phase with customers.
- Understand customers' technical and business environment to enable me to design an appropriate, cost-effective solution to meet their business needs.
- Provide transfer of knowledge to customers to enable them to understand and work with the new solutions I have put in place.
- Provide post-implementation support to ensure customer satisfaction.

Exodus Communications – Waltham, Massachusetts, 2000-2001

- Staff consultant for Unix and networking projects.
- Meet with Exodus customers to better understand their goals. Architect solutions and technical recommendations to help them reach these goals. Plan and implement these recommendations with minimal disruption to the business.
- Design and implement customer installations in various Exodus data centers. These installations include hardware integration, operating system installation and configuration, application installation and configuration, and testing.
- Design, install, configure, and test Unix clusters using Sun hardware and Veritas clustering software. The clustered applications have included Oracle, Sybase, and Netscape. I have set up these clusters for Exodus customers in the Boston and Chicago Exodus data centers.
- Serve as a higher-level technical resource to provide guidance to less experienced engineers in Unix and networking areas.
- Provide recommendations to customer managers and developers for more efficient use of resources.
- Mentor junior level Unix engineers

NECX – Peabody, Massachusetts, 1996-2000

- 24x7 operations of the NECX Direct E-Commerce Home and Office Technology Store (<http://www.necxdirect.com>) which serves over 500,000 pages to 50,000 customers each day.
- Design, configure, and monitor the entire NECX network consisting of multiple Cisco Catalyst 5500, 5000, and 2900 switches, Route Switch Modules, dual Cisco PIX firewalls in failover configuration, Cisco 7204 and 2501 routers, and F5 Big/IP load balancers.
- Implement network security through the configuration and administration of Cisco PIX firewalls, Cisco router access lists, and Unix utilities such as ipfwadm and TCP Wrappers.
- Administer thirty-five Sun Solaris and fourteen RedHat Linux servers.
- Provide Unix and network support to over fifty Internet C/Java developers and 200 end-users.
- Led a project to eliminate single points of failure within our web site environment. Purchased, installed, and configured redundant PIX firewalls, F5 Big/IP load balancers, additional Internet connectivity, additional web servers (Ultra2), and a backup database server (E4500).
- Designed and implemented network changes to meet a 7,500% increase in hits to our web site over a three-year period.
- Managed the growth of the Unix environment at NECX from two to thirty-five Sun servers and the NetWare environment from seven to fifteen servers in less than three years.
- Developed an extensive 24x7 monitoring system in Perl and C that monitors the availability and performance of our Unix web servers, database servers, Internet connectivity, and entire DOS-based back office. This system provides email and paging notification of all detected errors.
- Conceived of, designed, and wrote a set of Perl programs which allow us to send up to one million text/HTML email offers to our customers per day using a centralized address server and distributed email-processing machines. The system automatically removes all invalid addresses, bounced messages, and unsubscribe requests from the database.
- Developed and successfully executed a detailed project plan to relocate the NECX data center to a new location with minimal downtime.
- Temporarily filled the position of Manager of Network Services for several months while the company searched for a person to fill that position. Elected to return to a technical role rather than assume that position permanently.
- Mentored a junior member of my team to take over my NetWare Admin and GroupWise Admin responsibilities so I could advance to the position of Unix/Network Admin.

TECHNICAL EDUCATION ACHIEVEMENTS

- Sun Network Administration – *Sun Microsystems*
- Sun System Administration II – *Sun Microsystems*
- Sun SunFire Server Sizing and Configuration – *Sun Microsystems*
- Sun SunFire 15K Server Administration – *Sun Microsystems*
- Sun Cluster 3.1 Administration – *Sun Microsystems*
- Veritas Volume Manager – *Veritas Software*
- Veritas Cluster Server for Unix – *Veritas Software*
- Veritas Advanced Cluster Server for Unix – *Veritas Software*
- Veritas NetBackup – *Veritas Software*
- EMC CX Series Array Configuration and Management - *EMC*
- Hitachi Lightning 9900 Storage Array – *Hitachi Data Systems*
- Unix Shell Programming – *Northeastern University*
- Unix Distributed Systems – *Northeastern University*
- Cisco Catalyst 5000 Configuration – *Global Knowledge*
- Introduction to Cisco Router Configuration – *Protocol Interface*
- Advanced Cisco Router Configuration – *Protocol Interface*
- Perl Programming – *Northeastern University*
- CNE Training – *Applications Systems Group*