

Professional Profile

- 7+ years FreeBSD system administration experience
- 5+ years web application development and debugging experience
- 6+ years Apache (1.3.x and 2.x) administration experience
- 7+ years technical support experience, both internal and external, first level and high-level escalation
- 7+ years experience operating, tuning, and debugging standard TCP/IP protocols
- 4+ years experience building/managing a corporation
- 7+ years Perl and bash/sh programming/scripting experience
- 7+ years Perl CGI programming and debugging experience
- 6+ years MySQL (3.x and 4.x) administration experience
- 5+ years BIND (8.x and 9.x) administration experience

Relevant Experience

Entrepreneurship and Management

- Built DynDNS from the ground up, from a small service run as a hobby on a modem to a successful commercial venture with over 1.5 million customers.
- Took a leading role in all initial staffing decisions, including the building of a customer support team.
- Successfully transitioned DynDNS from a volunteer organization to a fully staffed corporation, with immediate profitability and positive cash flow.

Application Development and Oversight

- Worked with other owners to form a development team after the departure of the former primary developer.
- Developed coding guidelines and other documentation of coding best practices and processes.

Quality Assurance

- Provided web application debugging, user experience testing, and UI advice to internal application development staff for large-scale customer-facing web applications.
- Extensive debugging of Perl-based web applications written for mod_perl and with HTML::Mason.

Internal and External Customer Support

- Provided a majority of first-line technical support to external customers during the early days of DynDNS.
- Provided high-level internal technical support to staff in capacity as system administrator, including escalations of customer issues.

FreeBSD System Administration

- Designed, built, and operated a network of over 50 FreeBSD servers at multiple sites.
 - Performed all day-to-day operations of the servers, including software and hardware problem diagnosis, upgrades, and maintenance.
 - Installed, configured, tuned, and maintained numerous Apache instances, including
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- combinations of Apache 1.3.x and Apache 2.x for highly scalable web applications.
- Installed, configured, tuned, and maintained MySQL 4.x servers in a master-master replication configuration for high-availability.
- Installed, configured, tuned, and maintained BIND on a globally redundant nameserver network to ensure 100% DNS uptime for over 1.5 million customers.
- Configured, tuned, and maintained a farm of Exim mail servers processing in excess of 1 million deliveries per day.

Work History

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| Chairman of the Board and System Administrator | Dynamic Network Services, Inc., Manchester, NH | July 2003 – Aug 2006 |
| President, CEO, and System Administrator | Dynamic Network Services, Inc., Manchester, NH | July 2003 – Aug 2005 |
| Chairman, President, CEO, and System Administrator | Dynamic DNS Network Services, LLC, Worcester, MA | Oct 2001 – July 2003 |
| Web Programmer | Worcester Polytechnic Institute, Worcester, MA | Aug 2000 – May 2002 |
| Founder and System Administrator | Dynamic DNS Network Services, Owego, NY | Nov 1998 – Oct 2001 |
| Software Developer | Lockheed Martin Federal Systems, Owego, NY | May 2000 – Aug 2000 |

Publications and Presentations

- “Dynamic DNS and Botnets” – Presented at the Third International Botnet Task Force Conference, Redmond, WA, October 25-28 2005.
- “DNS Tracking” – Presented at the Fourth International Botnet Task Force Conference, Lyon, France, April 24-28 2006.

Education

- Worcester Polytechnic Institute, Worcester, MA – Attended 1999-2002
 - Early admission, Electrical and Computer Engineering
- Seton Catholic Central High School, Owego, NY – Graduated June 2000
 - Completed final year requirements while attending WPI
 - Cumulative Weighted HS GPA: 3.98

References

References are available upon request.
