

Thomas W. Weeks

--- ----- ---

San Antonio, TX -----

Phone: ---.---.---

Email: tweeks-jobs-at-theweeks.org

Bio: [Tom's Bio](#)

Updated November - 2010

[Email me](#) for my address/phone information

This document is on line at: <http://theweeks.org/resume/>

For Static/Print Versions:

- [PDF Version of this resume is here](#)
 - For MS Word, this page can be saved and loaded directly Word, Open Office, etc
 - For raw TXT version, please contact Thomas directly
-

Professional Objective:

Seeking a **Senior Technical** or **Technical Manager** position that can take advantage of my skill set and experience while allowing me to continue to increase my professional expertise. Enjoy working in the areas of Internet/IT, Security, Server/Networking, Training/Education, Documentation/Authoring and Technical Management.

Professional Overview:

Is an experienced **System Administrator/Electrical Engineer with 15 years of experience** in both **Windows/Linux** professional IT realms. As an **accomplished author, lecturer, trainer, technical manager/executive liaison**, is a natural leader within technical groups, and enjoy functioning as an interface between engineers and business groups. I possess a passion for the technology that I've mastered, a love of showing others how to properly apply it, and the abilities to harness all of these to solve real world problems in new and creative ways.

Published Papers, Lectures & Books:

- 2008/2007 - **Lecture:** "[The State of the Linux Desktop](#)", for [SA Chapter IEEE Computer Society](#) (the [latest version](#) given at the [2008 San Antonio OS-Fest](#))
- 2007 - **Quoted In IDC Whitepaper:** [Quoted in this IDC Whitepaper as the Rackspace RHCE trainer](#) (here's a [local archive of it](#))
- 2006 - **Article:** "[Production MySQL Backups in the Enterprise](#)", for [SysAdmin Magazine](#). [Part-I](#) and [Part-II](#)
- 2006 - **Lecture:** "[Managed Web Hosting with Open Source](#)", for [SA Chapter IEEE Computer Society](#)

- 2005 - **Book:** "[Linux Toys II](#)", contributing author, Wiley Publishing (more info [here](#)).
 - 2005 - **Lecture:** [Presenter at the MySQL Users Convention](#) on the topic [Ensuring Effective MySQL Backups on Enterprise Production Systems](#)" (more up to date [HTML version is here](#)).
 - 2004 - **Book:** "[Linux Troubleshooting Bible](#)", co-author Wiley Publishing
 - 2002 - **Paper:** Host Security Paper, "[Host Hardening and Intrusion Detection - The Open Source Way](#)", written privately for [UNIX Review](#).
 - 2002 - **Paper:** Web Server Paper, [Web Server Migration Overview](#), written on behalf Rackspace for [DatacenterHub.com](#). ([local archive](#))
 - 2001 - **Paper:** Security Paper, "[Internet Server Security: The Best Things in Life Are Free, But There's No Silver Bullet](#)", written on behalf of Rackspace for [www.datacenterhub.com](#).
-

Education:

Texas A&M University

Graduated from [Texas A&M](#) w/[Electrical Engineering Technology](#) / [Telecom](#) BS degree. Telecom portion covers: u-Wave Links, LAN, WAN, TCP/IP, Bridging, Routing, Protocol Programming, Cellular/PCS/GSM Networks, Leased Lines, VSAT, SMDS, ATM, Frame Relay, ISDN, FDDI, Optics, T1, DS3, OC-n, etc.

Thames Valley State Technical College

Graduated in class of 90 with an Associates Degree of EET.

IT Industry Training & Certifications

- 2010 - Attended the ACCD week long [CISSP](#) class.
 - 2008 - [Six Sigma IT business management training](#) by Rackspace University (outsourced)
 - 2008 - [Project+ project management](#) by Comptia & Momentum, working toward certification
 - 2007 - [Business Writing](#) by Rackspace U & Rice University (cert-less class)
 - 2007 - [ITIL Certified](#) after taking "[ITIL IT Service Management Essentials](#)" [Class](#) by Pink Elephant
 - 2007 - [RHCE Certified on RHEL-5](#), after assisting in training Rackspace for upcoming RHCE exam.
 - 2006 - Took the new [RH401/RHCA Class](#) on RH Enterprise Deployment and Systems Management
 - 2005 - [RHCE Certified on RHEL-4](#), after taking the [Red Hat RH300 Rapid Track](#) course for Red Hat Enterprise Linux 4.
Used updated OS knowledge to prepare, train and update 60 Rackspace Linux Sys-Admins on relevant material. Rackspace scored the highest group pass rate ever recorded for the RHCE exam (>92%).
 - 2003 - [RHCE Certified on Red Hat 8.0](#).
Used to train over 60 Sys-Admins at Rackspace in a one week crash course for relevant OS' materials on RH9 & RH-EL3.
 - 2002 - **Tripwire Certified Professional** via the Tripwire Technical Training 200 for [Tripwire for Servers 2.4.2](#) and [Tripwire Manager 2.4.2](#)
 - 2001 - RHCE for Red Hat 7.1 (cert available upon request) Certified Engineer (302) Exam
 - [Exhaustive IT/Training List Here](#)
-

Experience:

Rackspace: 1999 to Present

Rackspace Positions Held:

- **Technical Business Analyst – IV, for Rackspace Cloud, 2008 – 2010**
 - Pioneered Technical/Business Processes and Continual Improvement Processes in the Cloud:
 - Created and Implemented **Outage Tracking / Uptime Statistics** for Rackspace Cloud
 - Created unique customer-centric **uptime KPI** the “**Customer-Object-Day**”
 - Defined requirements for & development of **Cloud Uptime Stats web tool**
 - Created and Implemented **Post Mortem Review/RCA Process** for Cloud
 - Created PMReview “**Action Items**” portal for RC/Continuous Improvement
 - Created and Implemented **Customer Incident Report Process** for Cloud customers
 - Helped Form and Implement **Change Management Processes** for Rackspace Cloud
 - Evangelized known Technical **Best Practices** and ITIL Standards
 - Helped forge the **Change Management** and **Incident Management Process** across Rackspace
 - Change Management: Sold Rackspace on the idea of “**Risk Priority Number**” system
 - Incident Management: Helped define general measures for **Level 3, 2, 1 outages**
- **Data Center Solutions Group Lead, 2006 - 2008**
 - Managed remote team of four DC-Analysts (one DC-Engineer/Analyst in each DC)
 - Managed development of DC tools and automation systems such as:
 - Oversaw/PMd **mass hard drive wiping & logging system** (zero fill & DoD3 wipe).
 - Oversaw **test & Integration of a multi-data center IP-KVM system** for all data centers.
 - Project Managed the **automated mass server shutdown & monitoring of 500 servers** for DC power maintenance.
 - Wrote & trained a Root Cause Analysis & Problem Solving class for my people.
 - Managed my personnel's quarterly reviews, corp. travel, training, etc.
- **Lead Systems Engineer on Systems Innovation Team, 2004 - 2006**
 - Developed mass-automation tools for large scale data center and customer server problems.
Examples include:
 - Developed **push-scripting for mass server maintenance.**
 - Developed **multi-data center port scanning scripting** reports for vulnerable sendmail binaries.
 - Developed **SMART hard drive"health test" tool** (active r/w test) with mass logging & drive death statistics reporting.
 - Lead a team of two developers for creation of automation tools and reports:
 - Oversaw/PMd creation of a **mass DNS/BIND daemon re-config tool** to automate thousands of remote daemon reconfigs and restarts.
 - Oversaw development of **mass server daemon control and automation & tools.**
- **Product Engineer for Rackspace Product team, 2003 - 2004**
 - Did initial research/feasibility recommendations for:
 - H.A. MS-Exchange clusters offering.
 - Low cost, PCI card based firewall (embedded Linux) product.
 - Created a server reset/power mux controller called "Rapid Reboot" (more further down).

- **Corp. Technical Trainer** (lone) **2001 - 2003**
 - Started the Rackspace Training Department.
 - Wrote & delivered Linux/Windows sys-admin training classes & exams for all of Support.
 - Created our own RHCE Training Boot Camp & mock 6hr exam. (still used today)
 - Trained MTAs(email), DNS, FTP, Hardware/OS t-shooting.
 - Trained for tape backups, restores, and emergency data recovery techniques.
 - Maintained OS images for Windows, Linux and FreeBSD training loads.
- **Sys-Admin** for Rackspace Customer Support **1999 - 2000**
 - I was the third customer Support Sys-Admin at Rackspace (employee #11).
 - Built customer servers, loaded OS (Win/Lin), and did Sys-Admin/networking work.
 - Supported a DC environment with a 200:1 server to technician ratio.
 - Functioned as a de facto, in-house R&D / T&I (Test & Integration) engineer for various projects.

Rackspace Inventions, Special Projects and Skills:

- **Created automated hard drive "health check" PXE script 2004**
 - SMART statistics are known to be inherently unreliable, so I...
 - Created an active-test SMART script using little known SMART r/w tests built into drives.
 - Tested and logged health of every drive going into the DC from 2004-2006.
 - Collected much data on drive death statistics (age, make, model, SCSI vs ATA, etc).
- **Created "Rapid Reboot" hardware reset/power mux controller 2003**
 - My reset/ATX-power mux controller can control the reset or power on thousands of servers.
 - I designed, constructed, and prototyped RR, and then outsourced for mass implementation.
 - RR allowed the creation of a fully automated, "in rack" data center for Server Beach
 - Additional custom back end system controls the VLAN, PXE, loads the OS, & reboots.
 - Currently cross licensed to Server Beach as heart of their automated system.
- **Created automated disk-to-disk bare metal backup system 2000**
 - Called "Bounce-Backup", it was composed of a special boot floppy and cron-automated system
 - Created versions that worked on both Windows and Linux servers sort of like a intelligent, intermittent, off-line, "RAID-1 backup system".
 - It was an off-line "bare metal" backup system. Backup drive could be booted from & run on

Other skills attained while at Rackspace:

<u>Hardware:</u>	RAID-10 & RAID-50, Burn In Testing & Fault Replication, Firewall Scripting, Dual-Homing/NAT Routing, Hybrid Disk-to-Disk Backup Solutions, Hardware Root Cause Analysis
<u>Networking/Security:</u>	Port scan Detection & Blocking, Intrusion Detection, Packet Level Attacks, Security Audits, IP-Chains/Tables Cracker-Forensics & Post-Crack Lock downs,
<u>Technology:</u>	SSL/X509, ssh/scp, SMTP-Auth, Linux/UN*X Command & Control (c-line, kernel tweaks, process, networking, etc), UN*X Daemon Control (nice, resource throttling, task prioritizing), Highly Customized cron jobs, Windows/Linux Interoperability (LPR, SMB/SAMBA, etc.), Automating OS-Installs
<u>Professional:</u>	ITIL, Six-Sigma/Lean, Root Cause Analysis & Problem Solving Theory, Personnel

Management, Time Management, Project Management, R&D/Cost Analysis, Staffing Issues, Communication Skills, Employee Effort Recognition/Motivation.

Brooks-AFB IT Contractor: 1996 - 1999
(for CSC, GTE, & General Dynamics)

- **Brooks Air Force Base IT Contractor Positions Held:**
- ***Senior Software Engineer (GTE+GD Contract), 1997-1999***
 - Ran a lab team of two engineers in the base Testing and Integration Center lab (TIC/PIT)
 - Responsible for SMS/WinNT/WINS/MS-Exchange Admin/R&D work
 - Responsible for steering base technology-centric decisions--through research and implementation strategies.
- ***Communications Engineer (GTE Contract), 1996-1997***
 - With degree, promoted to base Solaris/UN*X System Administrator for 27 Sun Solaris UN*X servers (NIS+, MS-DCs & DNS).
 - Functional admin for all base UN*X systems, RAID storage systems, backups (Legato), print queues, etc
 - Promoted seven months later to Systems Engineer into the TIC (above)
- ***Computer Tech (CSC Contract), 1996 (3mo)***
 - Started off as on-site computer tech until I completed a freshman class to complete my EET/Telecom BS degree for promotion to target UN*X Sys-Admin position
 - Did traveling PC tech work around base for desktop and laptop systems (Win95 mostly)
 - PC repairs, data migrations, anti-virus/client configs, etc.

Key technological experience attained while in TIC position(Brooks-AFB):

I=Implemented T=Tested R=Researched

<u>Networking</u>	<u>Admin/Servers</u>	<u>Integration</u>
<u>Net-Media</u> 10/100Bx ^I , DS0/DS1/T1 ^I , FDDI ^T , TTY/RS-232 ^I	<u>Operating Systems</u> ^{all I} Sun-OS, Solaris, Linux, HP- UX, WinNT4	<u>Migrations</u> ^{all I} UNIX/Win95->NT, NT-Domain->NT-Domain, NFS->CIFS
<u>LAN Based Protocols</u> TCP/IP ^I , UDP ^I , RIP ^I , ATM ^I , DNS ^I , NIS+ ^T , WINS ^I , NetBIOS/BEUI ^I , IPX-Bridge ^T	<u>Storage</u> ^{all I} NAS Backup/Restores, Soft/ Hard RAID 0,1,5	<u>SMS Server->Winn9x</u> <u>Pushes</u> ^{all I} Net-Centric NortonAV, MS- Office, Outlook98, Y2K Patches, IP Stack Patches
<u>Security</u> DOS Attk ^T , Port Scanning ^T , System Fingerprinting ^T , CRACK/SATAN/SAINT ^T / R/R, Back-Dooring ^T , Host Hardening ^I , Physical Security ^T , Securing Hardware ^I ,	<u>Server Apps</u> ^{all I} Exchange, SMS/SQL, NortonAV Enterprise, Net/Web-XXRay	<u>Projects</u> ^{all I} Web-Email, DMS, 96 Line Modem Bank, MAN-Wide AV Solution, Software

TCP Wrappers ^I , Tripwire ^R		Auditing, User Tracking,...
<u>Net/Info-Sec Protocols</u> Kerberos ^R , PGP ^R , SSL ^I , VPN/PPTP ^I , SSH ^I , SHA/MD5/DES/3DES/RSA ^{I(ssl)} , etc.	<u>File Systems</u> ^{all I} FAT16/32, NTFS, EXT2/Linux, misc-UN*X, Romeo/Joliet/ISO9660, FFS, TAR, etc.	<u>Scripting</u> ^{all I} Shell Scripting (SH/csh/Korn, cron, batch, NT-Login), HTML, client batch utils
<u>Perimeter</u> Firewalls ^T , Proxying ^T , Proto-Bridging ^I , Filter-Lists ^T , Intrusion Detection/Forensics ^T	<u>NAS/Net FS</u> ^{all I} NFS, SBM/CIFS, Net- App(vendor)	---

More Technical Experience from 1987-1996
(available from http://theweeks.org/toms-stuff/resume/resume_87-96.html)

These earlier years of my engineering experiences focus more on pre-Internet/server areas such as early computer tech work, discrete electronics repair work, lab research college jobs, etc. Moved off my main resume for brevity's sake

Community Involvement:

- **1998-2006:** Started the [Gateway Church Mobile Soup Kitchen](#). Twice/month I cook food for 60-80 people, meet other volunteers at our local church, and coordinate our ministry under a downtown bridge to feed the homeless and minister to spiritual needs.
- **1997-Present:** President of the local computer user group [XCSSA \(X-otic Computer Systems of San Antonio\)](#). We explore OS' ranging from Linux and Solaris, to BeOS and AmigaOS. We meet once/month for a high-tech show-n-tell, have lectures on subjects ranging from Home LAN DNS and firewalling/routing to RAID and crypto-file systems. Simply put, XCSSA is just a bunch of super-geeks who enjoy hanging out, sharing fun technical information, and eating pizza.
- **1997-Present:** Associated with the [San Antonio High Powered Rocketry](#) and [Hill Country Rocketeers](#) groups. Now hold my [Tripoli High Powered Rocket](#) membership (#11056) and am currently working toward my L1 HPR certification.



Email Thomas Weeks: tweeks-jobs@theweeks.org

Powered By

