

Michael Paoli
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Sr. Linux/DevOps/... SysAdmin/Engineer
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Objective: Challenging position to well utilize/share/grow my extensive knowledge/skills/experience.

Qualifications/Skills Summary

- **Strong DevOps/SRE** skill set and experience, including **managing** and monitoring **hosts at scale**, strong/expert skills on **programming/utilities** (e.g. **shell** (Bash/POSIX/...), **Perl**, awk, Python, etc.), **strong infrastructure skills**, **expert** level **DNS** (including critical large high volume), strong **troubleshooting** including **needle-in-haystack** intermittent/infrequent over fair time / huge traffic, strong on **security**, networking, **IPv6**, "go to" expert many areas.
- **Deep Linux** and related **knowledge** and **experience** (**Linux** (**Debian**, Red Hat, ...), **UNIX** (POSIX, macOS, Solaris, ...), **Systems Administration**, tools/languages/utilities, etc.
- **10+ years strong experience** including above, much below, most being/including **production** to **thousands+ hosts**(/instances, Virtual Machines (VMs), etc.), large scale critical (hundreds of millions+ users, billions+ communications daily, multi-trillions of dollars in assets, etc.).
- architect/**design**/implement many **solutions** including large/critical infrastructure components
- **Talent acquisition and development**
- select additional skills/experience (partial list): **AWS**, Route 53, **BIND**, **DNSSEC**, **DDNS**, **dig**, **dely**, **ssh**, **Regular Expressions** (BRE/ERE/Perl), hardware/electrical/electronics, **libvirt/kvm/qemu**, **f5**, **LVM**, **RAID**, ZFS, VMware/ESXi, LDAP, NFS, NAS, SAN, ocfs, Veritas, **SMTP/mail/SPF/DKIM**, Atlassian/**Jira**/Confluence, **ad hoc reporting**, **NTP**, **strace**, **tcpdump**, Wireshark, **tshark**, AppArmor, AIX, **vi**, version control, databases/SQL, SOX, NERC, HIPAA, Remedy, Jenkins, GitHub and GitHub Actions, WordPress, electrical/electronics technician/engineering, ...

Select Professional Work Experience

Western Digital/SanDisk, Milpitas, CA

2022 – 2024

Supported thousands of production hosts, CI/build/deploy/test infrastructure, security, automation and many programming tasks. Trained and cross-trained staff. Included large complex migration tasks (e.g. Jenkins to GitHub Actions), "go to" expert for much of training and cross training, the much more challenging troubleshooting and other tasks, working out how to feasibly implement large projects we'd never done before, relative expert on security., etc.

Verizon, Walnut Creek, CA (via Netpace & KCM Solutions)

2015 – 2022

Supported thousands of production hosts and related infrastructure, continued to ensure high deliverability and reliability, e.g. handling billions+ communications daily. Utilized relevant skills to implement and build solutions, manage at scale, handle large migrations, build and test resiliency, etc. Talent acquisition and development, mentoring and training others including larger audiences within company. Reporting, e.g. wrote programs to: turn 10,000+ line worksheet of security report into 6 to 24 lines of highly organized actionable information, provide highly useful user account status report (last login, group memberships, etc.) of Atlassian users from user/group data export; scan for certs and report by expiration, CN/SAN, IPs, ports, DNS names; provide needed ad hoc report information as requested/appropriate. Supported hundreds of on premises hosts and hardware in addition to thousands

of AWS hosts/instances. Implemented CLI solution for obtaining TLS("/SSL") certs in seconds to minute(s) including complex SAN certs with wildcards across multiple domains, by leveraging Lets Encrypt and interfaces on f5 GTM and AWS Route 53 to validate via DNS. Developed software deploying such certs. Technical "go to" person for many, and especially more complex issues, solved tough troubleshooting and capacity/scalability issues. Much of this work on AWS AMIs, Red Hat, CentOS, f5 GTM & LTM, some Solaris, Debian, and additional infrastructure.

PG&E, San Francisco, CA (via WWT via TEKsystems) 2013 – 2014
Served as key Linux/UNIX SysAdmin resource. Supported/administered thousands of hosts, including Red Hat, Solaris, AIX, and other Linux/UNIX. Wrote scripts/programs for needed updates/checks on hundreds to thousands of hosts, successfully demonstrated migration of key legacy application from outdated environment to Red Hat where prior team was unsuccessful. Was key "go to" person on the team for many areas of expertise, e.g. Linux, Perl, shell, DNS, LVM, tcpdump/editcap/Wireshark, Ubuntu, Solaris/SPARC, HP-UX, hardware issues. Solved challenging issues where others were unable to do so. Trained staff on numerous technical skills, e.g. shell, ssh, vi, etc.

BabyCenter, San Francisco, CA 2007 – 2012
Managed key growth from under 50 to over 300 hosts to support continually growing customer base and usage, built/grew infrastructure/services, refreshed hardware, kept it done with small skilled SysAdmin team despite growth. Exemplary on-call handling and follow-through preventing future problems. Engineered, designed, and implemented major upgrades in infrastructure, e.g. DNS/BIND, going to increasingly robust, fault-tolerant and manageable infrastructure with each upgrade, and similar for LDAP, SMTP/sendmail, NTP, etc. Managed hundreds of DNS gTLDs, many thousands of DNS entries, and scores of SSL certificates, developed tools and methodologies for well tracking all SSL certificates of interest, including internal. Trained and mentored staff on hardware, Linux/UNIX, coding (e.g. shell, Perl), etc., and was commonly "go to" person for developers on their tougher regular expression problems/questions, and other deeper Linux/UNIX technical matters. Also did AWS proof-of-concept and disaster recovery testing.

Wells Fargo & Co., San Francisco, CA (employee and also contract) – 2007
Sr. SysAdmin on thousands of production Linux/UNIX/BSD hosts (Red Hat, Solaris, HP-UX, ...), performed installations, upgrades, maintenance, troubleshooting, fault correction, decommissionings, on hardware, operating systems, software. Supported 160,000+ employees, 23+ million customers, trillions of dollars in assets. Architected and implemented numerous key business solutions, e.g. more than doubled application performance in less than two weeks on critical merger related application. Talent acquisition and development: managed most all and improved many aspects of hiring personnel, included many key hires, mentored and trained personnel. Managed eight-fold growth of department. Dollars saved: millions through pre-release adoption of bleeding/leading edge platform: evaluated, tested and resolved problems through to successful adoption; saved many tens of thousands automating complex tasks, over ten thousand: with a phone call through key attention to relevant detail, likewise in under twenty minutes through key technical observation others had missed, saved thousands by developing materials, implementing and leading in-house training (e.g. shell programming, security). Keen security awareness, regularly spotted security issues and took appropriate actions. DNS/BIND including architected/designed/implemented delegated subdomains, major critical migrations, consolidations, etc. Developed/instituted/improved/followed standards including build and security standards, created and maintained documentation. Programmed for systems administration, utility functions, applications support, testing, etc. Exceeded critical testing requirements: met all deadline and documentation requirements, programmed and executed test suites, found and resolved bugs in allegedly compliant software. Tested backup operations and disaster recovery plans.

Professional Development/Education

10+ years numerous self-taught/initiated skills, e.g.: DNSSEC, DDNS, md, IPv6, virtual machines, LUKS, Perl, Linux, Debian, shells, C, UNIX, electronics, active in many Linux user groups, etc.

Electrical Engineering and Computer Sciences course work and related:
University of California at Berkeley, Berkeley, CA (and additional campuses)