

Eric S. Smith

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SKILLS SUMMARY

Hands-on technology leader with over 15 years of experience in full life cycle Windows based IT migrations and implementations. Exceptional breadth of experience in automation, development, and technology operations allowing for an unparalleled ability to understand how each technology area fits within the greater picture. Astute at analyzing problems and finding best possible solution to meet defined outcomes within scope of budget, skill-sets and greater organizational picture.

PROFESSIONAL EXPERIENCE

ISN Software Corporation, Dallas, Texas Site Reliability Manager 8/15-Current

ISN is the global leader in contractor and supplier management. The organization supports more than 500 hiring clients in capital-intensive industries to help manage more than 60,000 contractors and suppliers with operations in over 85 countries. Technical environment consists of approximately 100 servers in three physical locations utilizing Mixed VMWare/Physical and On-Site/Cloud configurations.

- Responsible for all hardware/software infrastructures for a \$150M SaaS website.
- Completely re-architected and rebuilt Development, Staging, and Production environments from Server 2012 and 2012 R2 to Server 2016. This was a multi-domain forest solution.
- Assisted development teams on architectural designs and code improvements
- Created automation tools to build and completely configure servers with minimal interaction
- Managed VMWare, Dell servers, and Powervault/Compellent SANs
- Managed the disaster recovery environment in a cloud based solution
- Created documentation and new code propagation processes
- Created custom monitoring tools as required for proprietary monitoring needs

Bear Technologies, Plano, Texas Director of Technology 6/12-8/15

Bear Technologies Corporation is a Plano based information technology managed service provider offering a full suite of technology solutions to small and medium sized businesses across North Texas. Environment consisted of 350 servers, approximately 1500 end users, and 2 data centers.

- Responsible for implementing technologies and migrations of customers wishing to outsource their information technology. Managed engineering, automation, and implementation team.

- Position was roughly 75% management, and 25% technical hands-on
- Managed Tier 1/Tier 2 engineering and development teams
- Managed application development teams over entire SDLC to replace customer proprietary applications or create custom solutions
- Migrated customer environments new Server 2008 and 2012 environments, often cloud based
- Designed and developed websites to help customers with support needs
- Created automated environment building solution that created an entire new active directory, DFS, WDS, DNS, DHCP, and backup scheduling, without user interaction.
- Created custom monitoring solutions for unique customer requirements
- Worked with VMWare, EMC SANs, and Cisco servers and networking gear

Interactive Corp/Match.com, Dallas, TX
Senior System Engineer 03/05-02/12

Match.com is the leading online dating service with web sites serving 25 countries in more than eight languages. Match.com's growth is attributed to organic growth through marketing as well as acquisition. Environment consisted of approximately 1,000 servers in three physical locations with a mixed environment of VMWare/Physical as well as On-Site/Cloud configurations.

- Responsible for maintaining, monitoring, and automating all aspects of multiple high volume production websites. Side role as operations developer and created monitoring and alerting systems.
- Maintained all aspects of match.com, chemistry.com, netclub.com, udate.com, and various additional dating websites running on Windows 2003/2008 with IIS 6/7, in a 1000+ server environment.
- Wrote hardware and software monitoring solution utilizing a SQL back end that kept track of dozens of types of monitors on thousands of windows, Linux, and network devices, hardware inventory, maintenance scheduling, multiple dependency levels, templates, discovery, and many other features to replace SCOM, IPMonitor, Nagios, ManageEngine, PRTG, Cacti, and SiteScope.
- Created multiple websites for group use utilizing 3rd party APIs, SQL interaction, process execution, BiGIP F5/NetScaler interaction, reporting, code prop tracking, and various others.
- Created automated processes to maintain servers without user interaction, query databases or log files to determine unresponsive servers, and perform actions to ensure servers have highest possible uptime without human interaction.
- Wrote multithreaded service to query over 100,000 statistics each minute from every server, graph them out over an infinite timeframe using a single server, and utilizing only a few hundred GB of storage.
- Created custom graphing API to dynamically create graphs for reporting and near real time monitoring of key metrics.
- Created web applications and websites that communicated with network devices, SQL servers, various web APIs, etc., that would allow displaying of information and interaction of various applications and hardware through a web

interface. Made the web interfaces also useable on windows mobile and blackberry devices.

- Managed project teams when other companies acquired to integrate their systems with ours, move their data centers, and reduce the size of their environments
- Created automated build process to build, patch, and customize Windows 2003 servers from PXE boot with no user interaction.

CORE TECHNOLOGY STRENGTHS

Architecture & Design

- Windows Server NT-2016 Active Directory
- Windows environment migrations
- Firewall Architecture, Security Policies/Procedures, Documentation

Internet and Networking Technologies

- TCP/IP, DHCP, WINS, RAS, VPN, DNS (MS/Unix/Linux)
- FTP, SMTP, SNMP, POP3, Cable, ISDN, T1/T3, DSL
- Fiber, Ethernet, Token Ring, Coaxial, Wireless, Satellite

Products and Applications

- SQL 5 through 2016, Site Server, Exchange 5.0, 5.5, and 2000
- Internet Information Server (IIS) 6 to 10, All MS Office productions & versions
- ESRI ArcView, 3D Studio, 3DSMax, Seagate BackupExec

Operating Systems

- MS DOS, All Microsoft Windows Workstation/Server versions
- Various Linux Distributions such as Ubuntu, FreeBSD, Fedora, RedHat

Programming Languages and Techniques

- Visual Basic, Visual Basic .NET, VB Script, Macros, PowerShell, ADSI, DirectX 9.0, .NET 2.0-4.6+
- C/C++, Java, C#, WSH, DOS Batch Files, Assembly, COM, GDI, XML, WMI
- Visual Source Safe, MKS, Front Page, HTML, XML, ASP/ASPX, ActiveX

Hardware

- Dell, IBM, Alpha, SGI, HP, and Compaq Servers, SANs (HP/EMC/NetApp)
- Norstar PBX, Meridian Telephone System, VOIP
- 3Com, Cisco, and Extreme Switches/Routers, Big-IP F5/iControl API
- Many forms of RAID, Clustering, and Active/Passive roles

MANAGERIAL EXPERIENCE

- 9 years of management experience
- Teams up to 20 personnel
- Migration/Architectural team lead for over 8 years
- 6 years training, team building, and professional development

EDUCATION

Bachelors of Arts – Intelligence Operations (Focusing on MIS), 2011, AMU
United States Army Primary Development Leadership Course