

ROBERT TOOLE



RHCE™



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Senior Systems Engineer with an extraordinary record of innovation, superior troubleshooting, attention to detail, advanced technical aptitude, and excellent customer service. I have been excelling in high-pressure positions with superior results for over 15 years.

My experience managing, designing, maintaining and troubleshooting all technical aspects of data center, server and network operations guarantees the highest availability possible for business critical applications. I have an affinity for implementing and championing new technologies. I excel at obtaining a detailed understanding of business processes to better apply IT solutions to business needs, and bring passion and impact to corporate objectives.

PROFESSIONAL SUMMARY

- Manage all technical aspects of the Calgary data center operations
- Responsible for Linux, Solaris and Windows server design, deployment and administration
- Manage network using Cisco routers, Cisco PIX firewall, Cisco and Nortel switch products, EMC San
- Designed and implemented backup/disaster recovery solutions for Business Continuity Objectives
- Technical lead in a 5 member IT team, providing 24 X 7 IT services for a multi-million dollar Manufacturing and logistics operation
- Dedicated to continuously improving business processes by applying innovative technical solutions
- Develop and implement desktop images and management practices
- Implemented VPN access solutions
- Design and implementation of WAN and LAN solutions at branch offices
- Supervised the deployment of wired and wireless VOIP solution using Nortel products
- Lead contact with external vendors, for purchasing and support services
- Development, documentation and implementation of corporate IT procedures
- Participated in prototype development for new drilling system for the Oil and Gas industry
- Held aircraft worthiness signing authority for the CF-5, CF-18, Boeing 707 and Hercules aircraft for the Canadian Military

BUSINESS EXPERIENCE

Senior Systems Engineer **Flextronics Calgary** 06/00 – Present

Drove down costs for the IT department by continuously offering innovative solutions to technology requirements and procedures.

Effectively manage and maintain all aspects of the Calgary data centre and network operations:

- Specifying, deploying and managing hardware and software requirements for servers and workstations on Linux, Solaris, HP/UX and Windows
- Developed and deployed Highly Available Linux cluster for business critical printing applications
- Senior LAN design and maintenance engineer.
- Ensuring high availability of all Calgary services, monitoring, Disaster recovery, network and server design and management

Systems Administrator Electronics Manufacturing Group 02/00 – 06/00

Implemented corporate wide procedures for the set up and installation of servers, desktops and laptops. Worked with vendors and service providers to implement an effective VPN access solution. Provided effective documentation for all projects, that were still in use years after leaving the company

MWD Operator Baker Hughes INTEQ 06/96 – 06/99

Maintained and operated directional sensor package for horizontal drilling applications, without supervision in remote locations with minimal contact with the outside world.

Aircraft Technician Canadian Armed Forces 06/89 – 06/96

I was responsible for troubleshooting, maintenance, and airworthiness of the CF-5, CF-18, Boeing 707 and Hercules aircraft.

EDUCATION

Southern Alberta Institute of Technology Diploma 1999–2000
Information Technology Professional

Canadian Armed Forces 1989–1990
Airframe Technician - Canadian Forces School of Aerospace Technology and Engineering

CERTIFICATIONS

- **RHCE** – Red Hat Certified Engineer Certificate Number: 803005761513999
- **RHCT** – Red Hat Certified Technician Certificate Number: 603004220190198
- **MCSE**
- **A+**

Detailed Technical and Work Experience Summary

July 2000 to present

Flextronics Calgary Senior Systems Engineer

In this position, I have been the senior technical resource for the setup, documentation and maintenance of all network services, Servers, LAN switches, and Routers. Until recently I was the IT manager with 3 people reporting to me.

Servers / Desktop:

- designed and deployed an Active Directory on Windows 2000, later upgrading it to Windows 2003
- responsible for all background network services – DHCP, DNS, RADIUS, WINS, etc..
- designed and deployed Windows 2000 and XP workstation images to 800 desktops
- deployed and maintained Symantec Antivirus CE 7.0, 7.5 and 8.0
- Backups and disaster recovery, using Veritas NetBackup 6, Rsync
- Managed patch deployment using WSUS
- Manage Microsoft SQL 2000 / 2005 server
- Extensive X windows experience, Server setup, X-term maintenance, Exceed, Cygwin
- Built open source Digital Video capture system based on Linux, for 40+ security cameras. This included hand selecting the server components, building and testing a 1.2 TB storage array, installing and optimizing a custom Linux kernel for the unique hardware.
- Server design and management using Windows NT, 2000, 2003, Red Hat Linux, HP/UX, Solaris 8, 9, and 10
- Built Highly Available Linux cluster for critical services – LPD, Squid, Nagios.
- Built Solaris 10 Jumpstart server responsible for deploying the operating system and operational software to Nortel's IVR systems
- Adept at configuring the following Linux services: Apache, MySQL, Sendmail, Postfix, LPD, Samba, Squid, Bind, MailScanner, Spamassassin, Heartbeat.
- Built and maintain LAMP servers – (Linux, Apache, MySQL, PHP)
- Exceptionally good at integrating homogeneous networks, and enabling single sign on to all services (Linux, Unix and Windows) with Active Directory credentials
- Manage an EMC Celerra SAN, using CIFS, NFS, iSCSI and fiber-channel (EMC Clarion controllers, and EMC Switch Fabric)

Networking:

- Implemented RADIUS authenticated remote access solutions using Cisco PIX appliance, and MS IAS service
- Implemented point to point VPN solutions for private networks, and also to connect to business partners
- Extensive experience with PIX firewall rules, Cisco Network address translation
- Designed and built a gigabit point to point wireless link for the Calgary Campus
- Held Pivotal role in transitioning 2 separate networks onto the Flextronics global network, migrating servers, switches, routers and desktop machines.

- Designed , built, and manage LAN using the following products:

- Nortel Ethernet switch 450-24T
- Nortel Ethernet routing switch 8600
- Nortel Ethernet routing switch 3510
- Nortel Business Policy switch
- Nortel contivity VPN appliances
- Cisco catalyst 2600 series switches
- Cisco catalyst 2900 series switches
- Cisco PIX security appliance IOS version 6.3, 7.x
- Cisco 2600 and 2800 series routers
- Cisco Aironet 802.11x Wireless products
- Viking V gigabit VPN appliance
- Symbol 802.11x Wireless LAN products

Management:

- Co-ordinated the development of in-house web applications
- Supervised 3 people: application developer, Desktop analyst, and a Junior Systems engineer
- Skilled at applying technical solutions to business needs
- Co-ordinated and managed numerous projects from small to the local portion of a complete replacement of the enterprise wide ERP and WMS systems

January – April 2006

**Network Consultant – Contract
Avmax / Western Avionics**

- Upgraded 10 Mbps network to 100 Mbps with 1 Gbps Backbone, using Cisco Catalyst switches
- Upgraded 802.11b (11 Mbps) site to site links to 802.11g (54 Mbps) using Cisco Aironet 1300 series wireless access points
- Re-designed IP addressing / routing architecture to improve performance.

January – March 2000

**Electronics Manufacturing Group
Systems Administrator – Contract**

- Designed Windows NT desktop images and deployment procedures
- Implemented Remote access VPN solution
- Built Network Link to remote site, Cisco 2500 series routers, Paradyne DSL equipment
- Managed printers, Desktop troubleshooting, etc