John P. Rouillard

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OBJECTIVE

A management or technical lead position that drives improvements in customer service and cost savings via process improvement in the IT department.

SUMMARY

Senior systems administrator (SAGE rating) with more than 15 years experience in administering multiple Unix platforms. Experienced in non-Unix platforms including Microsoft Windows. Development of efficient procedures incorporating LEAN and Six Sigma concepts along with automation of machine administration, multi-machine configuration control and security using no cost open source software is a specialty. Skills include:

Operating systems: Solaris, Linux, Windows XP/2000/9x, various other Unix variants, DOS, MacOS 7/8, RSX-11M, VAX/VMS

Languages: Bourne shell, Perl, PHP, some SQL, some Python, AutoIt, Awk, `C', `C++', DCL, DOS Batch, Fortran, HTML, Kixtart, TeX/LaTeX, Sed, Tk/Tcl/Expect, Visual Basic

Protocols: TCP/IP, SNMP, HTTP, SMTP, DHCP, TFTP, NFS, DNS, Ethernet, LDAP, NETBIOS, NIS, NNTP, NTP, SMB, WINS

Network hardware: Cisco routers/switches/terminal servers, 3Com and NetGear switches, Cyclades/Opengear terminal servers, Netblazer, Wellfleet routers

Other software:

  Databases: Postgresql, Oracle, MySql, Informix, ObjectStore

  PC Software: Cygwin, MS Office: Access/Excel/Powerpoint/Word, OpenOffice

  Security Software: ssh, iptables, tcp-wrappers, cops, satan, socks, nessus, nmap, openvpn, skey, snort, tripwire

  System/Network Monitoring and Correlation: Nagios, SEC, rrdtool, tkined/scotty, tkwatcher, webinject

  Network Software: Apache, Sendmail, Ldap, majordomo, samba, VNC, X windows, xntp, AMD automounter, CAP, netatalk, squid

  Development, configuration control, trouble tracking, groupware: cvs, subversion, TWiki, roundup, rdist, rsync, rt, Emacs, gcc, GNU software

SELECTED WORK EXPERIENCE

Senior System Administrator – Renesys Corporation, Manchester, NH (9/2005 – present)

- Integrated concepts from ITIL, LEAN and Six Sigma into operating procedures to eliminate downtime, increase efficiency and reduce time to resolve problems.
- Conducted contract negotiation with third parties.
- Performed project management and facilities design for office move.
- Worked with developers to create requirements for packaging and design of software to improve deployment, monitoring and control.
- Implemented DACS computer configuration management to track, deploy, rollback and verify configuration changes; reduced system install time from days to hours.
- Responsible for first line on-call support in a 7x24 operations environment (rotating basis).
- Deployed Nagios monitoring and developed enhanced root cause correlation for Nagios based on SEC.
- Wrote and taught computer based training for configuration management and monitoring systems.

Systems Integrator (and administrator) – Harris Corporation, Microwave Communications Division, NetBoss Unit, Melbourne, FL. (contract assignment 2/2001 – 2/2005)

- Managed employee including: assigning tasks, tracking employee's time, and evaluating and guiding employee's professional development.
- Established cross department system administration team to coordinate changes and deploy best system management practices across the development, test, integration and customer support teams.
- Designed, implemented and tested SNMP polling engine to provide proactive network management that saved $100K-$200K on a project.

- Implemented secure encrypted remote access mechanism using ssh to customer that reduced expenses on a project by more than $120,000.
- Saved $20,000/yr using Cygwin X windows servers for regression testing rather than purchasing extra hardware.
- Standardized installation of Solaris 8 and NetBoss product using customized, configuration controlled, jumpstart installation.
- Installed TWiki groupware tool for software repository, version control and documentation of tools and procedures used by integration.

Planetarium Assistant – Astronaut Memorial Planetarium and Observatory, Cocoa, FL (11/97 – 9/2000)
- Created disaster recovery procedures allowing rapid installation and recovery of critical systems.
- Integrated Apple, Windows 9x and NT systems using a Linux computer for file, print and other services.
- Leveraged server to reduce effort required to install and maintain windows 9x systems.

EMT/Dispatcher – Coastal Health Services of Brevard, Rockledge, FL (8/96 – 10/98)
- Applied process improvement tools/methods including Pareto charts, Ishikawa (fishbone) diagram, surveys, etc.
- Performed statistical data analysis to reduce late arrivals on scheduled transport and optimize staffing.

Senior Systems Administrator – IDD Information Services, Waltham, MA (7/94 – 12/95)
- Interviewed, hired and managed employees in the system administration team.
- Trained novice and junior administrators in best practices and policies.
- Designed, configured and installed LAN and WAN network hardware for a high availability network with Cisco, Wellfleet and Synoptics equipment.

Systems Programmer – Siemens Nixdorf R&D, Burlington, MA. (contract assignment 1/93 – 7/93)
- Installed a system to provide a simple, standard mechanism for users to discover and use installed software.
- Eliminated redundant and out of date software, provided easier, consistent access to software across the network to improve developer efficiency and reduce risk from use of outdated software.
- Designed and created software tools allowing support staff to manage system configurations in a heterogeneous network.
- Ported AMD automounter to allow continued operation of the network in the face of NFS server crashes.

Programmer/Toolsmith – Lotus Development Corporation, Cambridge, MA. (contract assignment 2/91 – 8/91)
- Improved productivity of developers by building inverse dependency lookup and other tools.
- Implemented automated maintenance of software and system configurations for all machines.
- Designed code management system to maintain up to date code across 3 development centers and multiple platforms.

PUBLICATIONS

Rouillard, John P. and Richard B. Martin. "Config: A Mechanism for Installing and Tracking System Configurations", 8th USENIX System Administration Conference (LISA VIII) Proceedings, September 1994, pp 9-17.
Rouillard, John P. and Richard B. Martin. "Depot-Lite: A Mechanism for Managing Software", 8th USENIX System Administration Conference (LISA VIII) Proceedings, September 1994, pp 83-92.
Rouillard, John P. "Real-time Logfile Analysis Using the Simple Event Correlator (SEC)", 18th USENIX System Administration Conference (LISA '04) Proceedings, November 2004, pp 133-149.

EDUCATION

B.S. in Physics: December 1990, University of Massachusetts at Boston, Boston, Massachusetts.