

Gerald T. Bowes

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OBJECTIVE

Lead creation of excellence by optimizing information infrastructure management processes, automation, and usability with a major focus on team and corporate leadership and effectiveness.

EDUCATION

MBA, University of Santa Clara, Santa Clara, CA
BS(EE), (Dean's List), Cornell University, Ithaca, NY
US Navy Nuclear Propulsion Engineering School, Orlando FL

PROFESSIONAL CERTIFICATIONS

Certified Information Systems Security Professional (CISSP), 2019
Cisco Certified Network Associate (CCNA), 2007

RELEVANT EXPERIENCE

11/19 - Pres: Apple, Sunnyvale, CA (iCloud Operations)

As Sr. SRE, provided pre-production infrastructure management for iCloud Operations focusing on security, on-call problem analysis and resolution, and migration to kubernetes.

1/17 - 5/19: Bigfoot Biomedical, Milpitas, CA (Insulin delivery solutions)

As Sr. SRE, provided computing, data, and monitoring architecture design and implementation for cloud portion of insulin delivery system for type I diabetics. Focus on kubernetes encapsulated microservices integrated with AWS Elasticsearch data backplane and rich monitoring data gathering.

8/16 - 1/17: Apple, Sunnyvale, CA (iCloud Mail Operations)

Provided DevOps and SRE role for iCloud Mail Monitoring team, evolving and managing monitoring infrastructure for 18,000 host Oracle Linux and Solaris iCloud Mail infrastructure in 5 datacenters. Deployed saltstack and integration with Verdad CMDB (Configuration Management DataBase). Overhauled/redeployed bare metal Nagios server fleet to unified docker image managed by Saltstack. Retrofitted saltstack automated management to fleet of Apache haproxy clusters in 5 datacenters.

8/15 - 6/16: Stanford University, Palo Alto, CA (University IT Consulting and Services)

As a member of the Linux team for the Technology Consulting Group, provided consulting, build out, design, migration, and administration for various administrative and educational groups at Stanford. Managed Puppet, Crashplan, Datadog, and various Kerberos based security systems. Created LAMP based asset database system to manage university IT SSO minimum security compliance initiative.

1/14 - 5/15: Anchorfree, Mountain View, CA (VPN Client/Services)

As a systems reliability engineer, enhanced monitoring and deployment processes and infrastructure for worldwide vpn infrastructure. Created production dashboards, deployed Saltstack for global management. Completed Zabbix certification and worked on monitoring enhancements.

9/12 - 12/13: mSpot (Samsung) Palo Alto, CA (MusicHub app for Samsung Android)

As senior sysadmin, responsible for modification, updates, and management of Amazon AWS cloud hosted global music application for the Samsung Android mobile phone platform. Worked with engineering for performance and reliability enhancements to product design. Managed OpsView monitoring system and func based environment updates.

10/10 - 5/12: Yahoo, Sunnyvale, CA (Online services)

Contracted as systems engineer to assist multi-year datacenter migration and consolidation project. Focus on MOBStor cloud storage farm acquisition, buildout, deployment, and data migration.

- Built and deployed four petabyte storage farms. Decommissioned several hundred hosts and 3 datacenters.
- Awarded 2011-Q3 Hackovation award for integrating provisioning and reporting online LAMP tool for storage allocation, forecasting, and analysis dashboard. Tool saved \$2M in first year by reclaiming unused storage.
- Created LAMP application for Project Management to monitor and manage migration/retirement of over 110,000 hosts in Rewire datacenter consolidation program. Integrated global asset management database with specific program status needs to provide management and status reporting portal.

11/07 - 5/10: Taos, San Jose, CA (Computer systems consulting)

Senior Unix Consultant

Danger, 11/09 - 5/10

- Provided sysadmin support for Linux/Solaris environment. Focus on integration with Microsoft parent security and access standards. Led migration/relocation of all production services from Phoenix data center to San Jose data center. Presented asset management database overhaul design.

Jasper Wireless, 9/09 - 10/09

- Provided sysadmin support for Linux environment. Managed Xen hosts, mrtg, nagios, splunk tools working closely with Oracle DBA and network engineers to manage wireless DNS and billing services for global device communication services.

Apple VLSI Engineering, 8/08 - 9/09

- Provided sysadmin support, architecture change management, and tier 3 helpdesk support for VLSI/SOC engineering. Primarily focused on managing 140TB NetApp storage and migrating from legacy environment to 3 tier quota managed architecture. Developed enterprise disk allocation and monitoring/alerting/forecasting/analysis report tools. Groomed LDAP host repository and host status monitoring tools. Upgraded filer OnTap operating systems and F5 load balancer software.

Redback Networks 3/08 - 8/08:

- Provided engineering sysadmin support for Gentoo netbooted environment during transition of infrastructure to Ericsson parent company standards.

nVidia: 11/07 - 3/08

- Provided sysadmin support for 5000 Linux host compute farm. Upgraded Nagios to 3.0. Authored web based host database asset management and integrated with polling/query tools. Set up MySQL replication cluster for 8GB testing result database.

4/07 - 11/07: Nercerto, Mountain View, CA (Computer systems consulting)

Senior Consultant

Setup and maintained multiple small to medium sized business clients computer infrastructure. Configured and maintained DNS, email, samba, backups, firewalls, VPN, network configuration, open source applications, and web based infrastructure management tools. Installed and configured open source Bacula, SugarCRM, Mantis, Bugzilla, phpBB, Webcal. Managed NetApp filers, LTO3 tape libraries, VMware servers and virtual hosts.

2/05 - 4/07: Vormetric, Santa Clara, CA (Encryption/access management software)

Senior Support Engineer

As first member of the department under the director, created processes, workflow, and customer support infrastructure. Designed and authored perl/MySQL based customer support system including case management, email communication, knowledge base, bug system integration, and executive reports. Provided engineering training on supportability. Provided 7x24 world-wide customer and sales engineering support. Conducted local and customer on-site product training.

6/01 - 11/04: Contracted to Microsoft, Mountain View, CA (WebTV/XBOX/MSNTV)

Unix Systems Operations and Helpdesk Manager

Worked with 4 person team of Unix and network administrators. Responsible for helpdesk response, monitoring, troubleshooting, repairing, and upgrading major Unix infrastructure servers and services. Managed sendmail, DNS, NIS, FlexLM, epage outdialing, Apache webservers, jumpstart, kickstart, Gauntlet firewall, FTP server, backups, NTP, SSH, and Oracle, Remedy, and ASIC design and simulation applications servers. Managed 10 critical infrastructure and 170 desktops and application servers for 500 users. Authored Remedy ARS helpdesk and asset tracking applications including custom ARSperl web front ends. Performed major upgrades to sendmail, DNS, and migrated 2TB of home directory space to F840 Network Implemented technology upgrade from SPARC to IBM eSeries opteron Linux servers for ASIC design environment. Planned and facilitated data center move over July 2004 holiday weekend. Authored 30 page data security policy and procedure manual for Mountain View site.

PROFESSIONAL DEVELOPMENT

- CISSP Bootcamp, October 2018
- Puppet Practitioner, Puppet Labs, 2016
- Python, Mission College, 2015
- Zabbix Certified Administrator, August 2014
- AWS Bootcamp: Architecting Highly Available Applications on AWS, San Francisco, 2013
- Project Leadership and Communication, UC Santa Cruz Ext, 2004
- Cisco Academy, Mission College, CCNA Certification, 2004
- Veritas NetBackup 4.5 for Solaris, Mountain View, CA. 2002
- Sybase Fasttrack ASE 11.9.2 DBA Training, Milpitas, Ca. 1999
- Oracle DBA Training, San Jose, Ca. 1998
- Microsoft Small Business Back Office Server Setup, San Jose, Ca. 1998
- Documentum Product Training, Pleasanton, Ca. 1997
- Veritas Product Training, Mountain View, Ca. 1996
- Lifetime Leadership, Applied Performance, San Jose, Ca. 1996