

Mark Demma

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Technical Profile

Operating systems

Very experienced with Solaris 10,9,8 (Sparc and Intel), Debian GNU/Linux, experienced with RedHat and SuSe Linux, BSD variants and Solaris 7, knowledgeable with Windows and OS X Server.

Web server software

Very experienced with Apache (and it's perl, SSL, MySQL jserv and php modules), Resin, Sun Java Enterprise System and iPlanet in a high traffic, load balanced 24/7 environment.

Networking Systems and Software Packages

Very experienced with installing and maintaining Oracle and MySQL Databases and some experience with PostgreSQL; Veritas File System and Netbackup; NameServer (DNS) with BIND 8/9; Email systems using Sendmail, Qmail, Postfix and SquirrelMail and self written perl based mass mailing systems; Email virus and spam filtering with Spamassassin / Clamav and Ironport; List management using Stormpost, Lyris Mailman and Majordomo; Windows - Unix integration via Samba; Network Monitoring with Big Brother, Nagios and Sitescope; Trouble ticket system using OTRS; VPN systems (Netscreen, FreeSWAN, VPN Tracker) and other networking protocols including DHCP, NFS and NIS.

Hardware

Sun Sparc (E6900, T1000, V210, V440, V420, etc.) and Intel (X4600, X4500, X4150, X2200); Sun storage arrays (6320); Hitachi storage arrays (AMS200); Brocade SAN switches; Cisco routers; Netscreen, Pix and OpenBSD firewalls; F5 and Netscaler Load Balancers; Netscreen and Cisco VPN; T1 router / CSU-DSU installs, DSL modems and various brands of routers, switches etc.

Languages

Bourne shell scripting and Perl.

Employment History:

Dec 2006 to Present [Independent Online Distribution Alliance](#), San Francisco, California
Lead Unix Systems and Network Engineer

- IODA is the industry-leading digital distribution company for the global independent music community.
- I was brought in to help this rapidly growing company upgrade from 'homebrewed' systems to much more robust and reliable and cost effective systems.
- Utilized Sun's [X4500](#) storage systems and ZFS to replace unreliable 'home built' storage with much higher RAS systems for lower TCO than the previous systems.
- Found special deals which allowed IODA to upgrade the main database from an aging unreliable system to a 'five nines' system running on Sun's [X4600](#) systems and Hitachi [AMS200](#) SAN.
- Performed on call duties for largely undocumented systems and software which required reverse engineering and subsequent documentation writing afterwards.

June 2005 to September 2006 [Planet Out Inc](#), San Francisco, California
Senior Unix Systems and Network Engineer

- PlanetOut Inc. is the leading global media and entertainment company exclusively serving the lesbian, gay, bisexual and transgender (LGBT) community. PlanetOut's digital media brands include Gay.com, PlanetOut.com, OUT&ABOUT Travel, Advocate.com, Out.com, OutTraveler.com and HIVPlusMag.com, as well as localized versions of the Gay.com site in English, French, German, Italian, Portuguese and Spanish. I joined a team of 5 Unix Engineers that are responsible for maintaining a large infrastructure of systems.
- With my knowledge of Java based server systems, I was brought in to help modernize aging iPlanet / TCL systems with Java based systems. I evaluated options, designed, purchased and implemented a system using Sun's [Java Enterprise System](#) running on state of the art [T1000 and T2000](#) servers running Solaris 10 as a new platform for our websites. This also included extensive work with developers to design and deploy the new systems, purchasing new hardware, training teammates on the new systems and negotiating software contracts.
- Deployed several new database servers, including an [E6900](#) as the main oracle database server, which involved working closely with our Oracle DBAs and integrating it into an existing SAN on a Sun 6320 Storage Array.
- Installed systems for Sarbanes-Oxley and PCI compliance, including a central logging system.
- Performed "on call" duties, which required extensive knowledge of a large, over 500 systems, network of mostly Sun Systems running Solaris 7, 8 and 9; Cisco routers and switches; Ironport systems and Netscalers.
- Set up a standard install process for [Solaris 10](#) and [Sun Java System Application Server Enterprise Edition](#).

May 2002 to June 2005 [iWin Inc.](#), San Francisco, California

Senior Systems Administrator

- iWin.com is an online community committed to entertaining and connecting people through games. Win, Inc. was incorporated in August 2001 as Next Game, Inc. with the objective of building a skill-based gaming community. In June of 2003, the company acquired iWin.com from Vivendi Universal. In an effort to extend our multiplayer offering and expand our community, iWin purchased Playsite.com from InfoSpace in August 2003. As a leading developer, publisher and provider of innovative online casual game communities, iWin has created a comprehensive suite of casual game offerings. I was brought in as one of iWin's earliest employees to build its network and systems up to a level that could support tens of thousands of simultaneous online users.
- I built the network and systems for iWin from the ground up to the almost 100 servers. This included setup of databases (MySQL and Oracle), web servers (Apache and Resin), game servers, mail (Postres and Lyris), DNS (bind), CVS, backup servers (Arkiea), Firewalls (Netscreen) Network and Systems monitoring (Big Brother and Munin) and Load Balancing (F5 and Alteon) on a mixed environment of GNU/Linux (Debian and Red Hat) and Sun Solaris machines.
- Provided 24/7/365 on call availability for all systems, both Network Systems and office equipment.
- Responsible for ordering all Network, Systems and office equipment. This included maintaining a good working relationship with vendors and resellers such as F5, IBM, Penguin Computing, Amherst Technologies, NTT/ Verio, Zedo, Websidestory, Intervision and many others.
- Provided tier 2 technical support for all internal office machines and network. This included repairs, updates, virus and firewall protection for a mixed environment of Windows, Mac and Linux end user systems.

May 2001 to December 2002 [iStep Communications](#), San Francisco, California

Senior Systems and Network Administrator

- iStep is a small ISP that survived the dot com carnage and needed an experience Network and Systems administrator to see to the needs of customers. iStep provides web hosting, mail, DNS, DSL and hosting services. In this small company, I both interfaced with the end users as well as troubleshoot and repair problems with client machines, email, web pages and DSL lines.
- Perhaps the most difficult task at iStep was to jump into an existing network that had been put together by various consultants with little continuity or documentation. I continue to strive to bring the systems up to my standards as well as install new systems, such as an online shopping system using the Red Hat Interchange system. All of our systems use Debian GNU/Linux.

April 2000 to June 2004 [Gamelet.com](#), San Francisco, California

Senior Systems and Network Administrator

- Installed and maintained a network of servers that run various projects for gamelet.com, which designs interactive web based games. These include www.triviabox.com which has interactive java based web trivia games. The servers are Debian GNU/Linux running Apache, J-serv, and Oracle.
- New challenges at Gamelet included finding ways to maintain a connexion with client web browsers during interactive games through different sorts of firewalls and dealing with Java. Also had to tighten security for a network of programmers and users that were used to doing things in a much less complicated, but insecure, way. This was less of a technical challenge (knowing how to secure a network) than a human challenge of getting users to change some methods and habits.
- As always, I installed and maintained office internet connection and local Samba network and mail server; connected Windows and Mac clients to internet and office network. PacBell was particulaly troublesome in installing T1s this time around.

June 1999 to April 2000 LuckySurf.com, South San Francisco, California

Webmaster / Systems and Network Administrator

- Installed and maintained network of redundant front end servers that run the LuckySurf.com website, which runs on Debian GNU/Linux, Apache with mod perl. Vital information is stored on a mirrored drive using a patch to the Linux kernel which allows software RAID-1. The site has approximately 100,000 people play the sweepstakes game daily and 2,280,834 hits daily (as reported by webalizer).
- Installed and maintain the back end database server which runs MySQL. Installed Debian GNU/Linux on this RAID-5 (6 drives) machine, which required modifying and recreating the Debian install disks (which do not currently include support for Mylex Raid controllers) and using a custom compiled kernel.
- Took the work of contracted web designers and integrated it with the scripts that other contractors had written when I arrived to create the original live website. Added additional functionality to the back end scripts and debugged them.
- Set up staging servers which are identical to live servers for testing of development software and HTML.
- Was on call in case of server failure.
- Maintained the Netscreen 100 firewall.
- Set up Cisco routers and CSU-DSU units for T1
- Coordinated installation of two T1 connections.
- Developed part of the perl code to run the website.
- Installed and maintained office internet connection and local Samba network and mail server; connected Windows and Mac clients to internet and office network.

1996 to 1999 Warren Wilson [College Work Program](http://CollegeWorkProgram), Asheville, North Carolina

Computing Services Crew Supervisor, Systems and Network Administrator, Webmaster

- [Created](#) the bulk of the College's [web site](#) using HTML and Perl from text given to me in various formats and photographs I took with a digital camera.

- Built and maintained the college's web server using Linux, Apache and mod-perl. I was responsible for writing perl scripts for tasks as [on line applications](#) and on line book store ordering. Also set up [alumni message board](#) and assisted faculty in setting up department pages. Set up secure web server with Apache SSL and created virtual servers for college affiliate programs, such as the [Swannanoa Gathering](#)
- Configured and maintained the college's DNS records using BIND 8 for our 25 class C domains.
- Installed DHCP on a Slackware (later upgraded to Debian) Linux server to assign IP addresses to all campus lab, office and dorm computers across 3 class C domains. Lab clients were given static IP addresses.
- Built the college's mail server using Slackware Linux (which replaced an aging UnixWare server) and compiled and maintained sendmail for ~ 1000 users.
- Installed and configured Samba server for file and print sharing for 3 computer labs to replace an NT server installation which was not performing properly. The new system allowed me to let users log in and have access to their personal home directories via NFS on the Samba server. Passwords were centralized on one NIS server for network logins as well as email (POP3, IMAP and web based email) and ftp access to campus web server.
- Repaired hardware, installed software, and set up Windows networks.
- Supervised the Computer Crew included training, scheduling, giving work assignments and facilitating weekly crew meetings.
- Installed and was Supreme Deity of campus MUD server.

A note about the Warren Wilson College work program: students receive both a diploma and a certificate for completing the work program. I worked (officially) 20 hours a week (usually more) in the campus computer department during the school year and full time during breaks. With only one paid full time computer staff person, the bulk of the work on the campus computers and networks was performed by students. Please see the college's [web page](#) for more information about the Work Program.

Education:

1999 B.A. [Warren Wilson College](#), Asheville, North Carolina

Other training:

- Crisis Intervention Training, Contact Tidewater, Virginia Beach Virginia
- Third Class Radiotelephone Operators License, WFOS-Chesapeake
- Leadership Training through the [Unitarian Universalist Association](#), Boston, Massachusetts