

Rich Lafferty

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SUMMARY

- **Senior Unix system administrator** with **12 years Linux** experience, **6 years Solaris** experience, primarily as team lead; also comfortable in **Windows**
- Internet **mail, DNS, and anti-spam** expert
- 7 years experience with **MySQL performance tuning and high availability** in an **Apache**-based web environment
- Experience writing software including Web applications in **Perl and PHP**, and debugging software and Unix kernels in C

TECHNICAL SKILLS

- **Operating systems:** Linux (Red Hat, CentOS; some Debian). Solaris and SunOS Unix. Windows NT, 2000, 2003 Server. Some experience with FreeBSD, NetBSD, HP/UX, Digital Unix, OpenVMS.
- **Server software:** MySQL including replication and performance tuning. Apache web server. Postfix, qmail, Sendmail, SpamAssassin mail servers. BIND, djbdns, Windows 2003 Server DNS service nameservers. VMware Workstation and Server. NIS and NFS under Linux and Solaris. DHCP under Linux, Solaris, Windows 2000/2003.
- **Hardware:** x86/AMD64 including Compaq/HP Proliant servers and blades in an HP EVA SAN. Sun SPARC and Apple Macintosh.
- **Networking:** In-depth understanding of SMTP, HTTP, IMAP, POP3, DNS, FTP, NNTP. Familiar with IP concepts, Internet routing, and debugging network problems. Linux iptables/ipchains firewalls. Some IPsec VPN experience (FreeS/WAN). Security concepts and encryption (OpenSSH, OpenSSL, PGP).
- **Computer languages:** Shell scripting in sh, csh, bash. Perl for automation, text processing and CGI. PHP, SQL, C, HTML, Make. Recently began learning Ruby and Rails.

WORK EXPERIENCE

Senior System Administrator, Mitel Corporation

2003–2007

- Managed production and R&D network of 50+ Linux, Solaris, and Windows servers, including Internet mail and DNS servers
- Designed, built and managed highly-available Linux, Apache, and MySQL-based licensing server cluster
- Replaced ineffective Windows-based antispam gateway with Linux- and SpamAssassin-based server, with zero software costs
- Planned, led, and implemented companywide migration from Windows NT to Active Directory
- Proposed service-level management and quality policies based on ITIL standards
- Served as subject-matter expert on Linux, mail, and DNS; advised product security team on technical issues

System Administrator/Support Engineer, e-smith Inc/Mitel Networks

2001–2003

- Provided technical leadership to 6-person operations and support team
- Managed network of 10+ Linux-based servers and 50+ Linux- and Windows-based desktop and lab workstations

- Designed and instituted configuration management, incident response, and support escalation procedures and policy based around open-source software
- Provided top-tier technical support and sales engineering for key customers, distributors and press contacts
- Planned and executed migration of server, lab, and desktop environment to Mitel's campus and network following acquisition

System Administrator/Web Developer, Concordia University **1999–2001**

- Developed web applications in Perl and PHP, and administered 5-6 web servers as technical lead of 5-person web development team
- Translated administrative and academic departments' marketing, business, and research needs into technical specifications; managed development projects, coordinating engineering, marketing, design, and administrative participants
- Migrated web and database environments from proprietary Mac-based platform to Linux, Apache, PostgreSQL, and Perl/PHP, reducing annual license budget by 80% and hardware refresh budget by 50%

Computer Support Technician, Concordia University **1998–1999**

- Provided front-line technical support to university administration and academic staff
- Coordinated problem escalation and resolution with senior technical and administrative staff
- Developed knowledge-base application to provide self-serve resolution of common issues and requests; wrote documentation and coordinated and edited contributions from senior technical staff

VOLUNTEER WORK

Technical Support Team Leader, LiveJournal.com **2003–2004**

- Coordinated and trained team of 20 casual volunteer technical support workers
- Provided liaison between support volunteers and company engineers and management
- Represented company to customers whose concerns could not be addressed by front-line volunteers

Host City Conference Organizer, Yet Another Perl Conference **2000–2001**

- Arranged conference venue and accommodation packages; helped invited international speakers coordinate immigration and transportation issues
- Designed and produced web and print advertising and gave promotional presentations to local advocacy groups, leading to sell-out attendance of 450
- Wrote venue requirements and best-practices documentation for subsequent years' host cities

ACADEMIC HISTORY

Bachelor of Arts (First Class Honours), Sociology, McGill University **1997–2001**

Bachelor of Music, Computer Music, McGill University **Incomplete (1994–1997)**

- GPA: 3.64
- Dean's Honour Roll, 1995 – 1997
- Fellow of the McGill University Senate, 1995 – 1996
- Vice-President, External Affairs, Music Undergraduate Student Association, and Councillor, Students' Society of McGill University (ex-officio), 1995 – 1996, re-elected 1996 – 1997