Shawn Heisey

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Senior Systems Administrator
Network Administration – IT Security Management – Software Engineering

Server Administration	Knowledgeable network, security, and server administrator with more than 20 years of IT industry success.
Firewall Security	
Software Programming	Proficiency in Linux/UNIX and Cisco network operations.
Systems Migration	Highly effective troubleshooter, providing innovative solutions to complex technical issues.
Storage Management	
Infrastructure Design & Implementation	Adept in design and implementation of IP networks.
	Experienced host of Internet domains on Linux servers.

CAREER ACCOMPLISHMENTS

- Committer and Project Management Committee member for Apache Lucene/Solr development project.
- Built homegrown Linux load balancers for webservers.
- Customized Perl and Java based index building system.
- Designed and implemented new WPA2 encrypted wireless network.
- Managed network operations of three live two-way VSAT satellite transitions with near-zero downtime.
- Provided design, implementation, and troubleshooting support for major infrastructure projects.
- Generated significant savings through replacement of commercial software with open source.

PROFESSIONAL EXPERIENCE

PERFECT SEARCH CORPORATION — OREM, UT   2021-2024

Senior Network Administrator

-- I still do not know why I lost this job. I have one theory,and if that theory is right, it had nothing at all to do with my job performance. --

- **Network Administration:** Handled all aspects of networking – routers, switches, firewalls, VPNs, etc.
- **System Administration:** Worked with the rest of the IT team to support many systems running CentOS and Alma Linux.
- **Automation:** Extensive use of Ansible for auotmation of admin tasks
- **Health Care:** All data in search engine is healthcare-related. Required adherenece to HIPAA.
- **Bitdefender:** deployed on all servers and client systems.

LAID OFF AND TOOK SIMPLE CONTRACT JOBS AS AVAILABLE — SALT LAKE CITY, UT   2018-2021

MAINSTREAM DATA/NEWSCOM — SALT LAKE CITY, UT   2004-2018

Senior Systems Analyst

Senior administrator entrusted with key technical decisions, while overseeing the design, implementation, and maintenance of all network infrastructure. Also managed company's Internet presence, presiding over domain registrations, internal and external DNS, SMTP, SPAM filtering, and web servers.

- **Network Administration:** Administered Cisco-based network, including full BGP routing with two gigabit Internet providers. Ensured integrity of Microsoft domain, including controllers, application servers, file servers, VPN (RAS) server, and Exchange.

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- **Systems Migration:** Presided over successful migration of full system with zero downtime. Conducted integration and migration of more than one petabyte of storage to an Isilon cluster. Led company's migration from Oracle 9i to MySQL 5.1.
- **Systems Engineering:** Redesigned and redeployed network infrastructure, including critical sections using layer 3 gigabit switches. Conducted upgrade of VSAT policy-based routing system to L3 switches. Custom-built wireless networks with Cisco hardware and WPA2 encryption. Built homegrown Linux load balancers for multiple webservers. Designed and implemented replacements for NetApp NAS and Apple SAN. Built many systems using several flavors of Linux, including Redhat/CentOS and Debian/Ubuntu.
- **Software Engineering:** Designed Perl and Java based custom index system. Developed targeted scripts and software programs for enhancing system and network management. Have written other software for production use.
- **Network Security:** Navigated Cisco firewall environment enveloping numerous DMZ networks and VPN tunnels.
- **Search Engine:** Built extensive Solr installation providing central search capability for a number of websites, complete with haproxy load balancer setup.

TECHNICAL PROFICIENCIES

Protocols: LAN, WAN, TCP/IP, PBX/VoIP, VPN, Fibre Channel SAN, RADIUS, TACACS+.

OS/Software: All versions of Windows operating systems, Debian, Ubuntu, CentOS, Solaris, Apache Solr, Apache Webserver, Isilon, Gluster, Microsoft Exchange, MySQL, Ansible, Haproxy. Have handled production virtual machines in VMWare and Xen, as well as AWS. Have some limited experience with other virtualization platforms.

Hardware: Cisco routers (800 to 7200), Cisco switches (1900 to 6500), Cisco ASA/PIX firewalls, MySQL, Microsoft Active Directory, IIS, Cisco firewalls.

Programming: Java, Perl, Shell script, C, C++, PHP

EDUCATION AND CERTIFICATIONS

UNIVERSITY OF UTAH
Computer Science

Certifications

CompTIA Linux+ certification – 2020
AWS Certified Cloud Practitioner - 2020
Cisco Certified Internetwork Expert (CCIE) Security Written Exam – 2004
Cisco Certified Network Professional (CCNP) - 2001
Cisco Certified Network Associate (CCNA) - 2000

LINK TO REFERENCES

https://www.shawnheisey.com/references.pdf

Within the world of IT, I am a rock star. Just about anything that needs doing, I have either already done it, or I can learn how to do it very quickly. Please check with my references if you need any confirmation of that bold statement.