

Ken D'Ambrosio

DevOps System Administrator

Personal Info

Address
30 Woodland Dr.
Amherst, NH 03031

Phone
603-262-3927

E-mail
ken@jots.org

Skills

Linux: Quarter-century of use as primary OS. Participated in Red Hat IPO. Currently use Ubuntu and RHEL/CentOS.

Ruby: Primary scripting language due to ease-of-use and terrific OOP fundamentals, as well as expressive operators.

Networking: VLAN, layer2/3, TCP/UDP/ICMP/IPv6, RTSP, tcpdump/Wireshark, switches and routers. Have used everything from ArcNet to Token Ring to thicknet, all the way to 100 Gbit Ethernet fiber.

Communications: I have excellent written and verbal skills, and am able to convey complex concepts to audiences with different levels of technical background.

Scripting : Bash, Python, PHP, Perl.

OpenStack: Extremely familiar with all core services (Neutron, Nova, Keystone, Glance), and API interaction.

Years of first-hand experience with companies large and small. Have worked at multiple Fortune 500 companies, as well as lead admin at startups, and mid-sized firms. Enjoy challenges that require creative solutions, and working as both an individual and team contributor.

Experience

2015-03 - 2018-04	<div>Lead Cloud Administrator <i>Ribbon Communications, CTO Team</i><ul style="list-style-type: none">Ribbon (formerly GENBAND) has offered a perfect environment to expand my skillset to include cloud.As lead administrator for the Network Function Virtualization (NFV) team, I have been able to acquire experience on cloud infrastructure and networking, NFV, and myriad other cloud-related buzzwords.I've set up OpenStack clouds from vendors such as Canonical, Red Hat, Wind River, Kontron, and DevStack.After realizing the OpenStack CLI tools are lacking in several areas, wrote Ruby scripts against the OpenStack APIs to massively streamline various tasks, such as assisting with Continuous Integration by way of automated image downloading and provisioning.Was solely responsible for level-3 cloud support for the entire company.</div>
2011-05 - 2015-03	<div>Engineer 4, Video on Demand (VOD) <i>Comcast</i><ul style="list-style-type: none">Used my skills in Linux, networking, and communications to help VOD team migrate from a Windows-based, per-head-end metadata infrastructure to a centralized Linux infrastructure.Oversaw some 5000 Linux servers servicing metadata, media, database, big data, and reporting needs.Wrote code in Perl, Python, PHP, and Ruby to address various needs, such as implementing an in-house videoconferencing system, server monitoring, log aggregation, and automation.</div>
2006 - 2011-05	<div>Lead System Administrator <i>Segway</i><ul style="list-style-type: none">In my capacity as lead system administrator for Segway, I manage its diverse network, support internal and external user communities.An item of note were my designing and implementing a global WAN used in updating firmware of 30,000+ units in the field.Drove the move to virtualization, which has helped reduce our reliance on deprecated and questionable hardware, while also cutting power consumption and downtime.</div>
2000 - 2006	<div>Lead System Administrator <i>Xanoptix, Inc.</i><ul style="list-style-type: none">As senior systems administrator, I oversaw a diverse and complex environment.Under my purview were systems as diverse as regular Windows desktop systems, Linux servers, and proprietary cleanroom and test lab equipment, as well as the phone and security systems.The challenges inherent in such an environment allowed me to implement creative solutions to intricate problems.</div>

Troubleshooting is part science, part art; while it can be taught, having an intuitive grasp of how to approach a problem, a deep understanding of the elements involved, and an ability to scope the issue at hand, can be crucial. I think this plays a significant part of my success as a system/cloud/VOD administrator.

Odds and ends: read/write/speak conversational Spanish; local Makerspace founding member; sysop on oldest extant/active bulletin board; member Greater New Hampshire Linux Users' Group; enjoy Raspberry Pis, though ARM booting can be annoying; beekeeper, chicken owner.

1994 -
2000

Sr. System Administrator

Cisco Systems

- As a Unix/Windows system administrator at Cisco Systems, I frequently had to find solutions to compound issues, which required out-of-the-box thinking.
- Member of the Linux integration team.
- Worked with the acquisition team, leading to multiple visits to remote sites to set up Cisco hardware and software.
- Northeast lead for Cisco's in-house enterprise printing solution.

1990 -
1992

System Administrator

United Parcel Service, IS

- As part of the PC/LAN team at UPS's IS headquarters, I helped ensure connectivity and uptime for desktops, Netware servers, Token Ring networks, and SAA/SNA uplinks to the UPS 3090 mainframes.
- Additionally, helped troubleshoot remote access to various distribution points over SDLC links.
- A fantastic learning experience, the time spent at UPS was an introduction to technology at scale.