

# Resume: Gonda Ennis

## Summary:

Senior Unix System Administrator with more than 10 years experience in diverse distributed UNIX environments. Skilled in maintenance, monitoring, and tuning of Unix servers. Very strong in scripting. Experienced in both production and R&D environments. 2+ years experience in FDA validation environment. Great communicator with strong interpersonal skills, and energy to go the distance.

## Technical Experience:

Perl, ksh, Shell, C Scripting, NIS+, NFS, Samba, DNS, BMC Patrol, psl, cgi, Apache, Netscape Enterprise Server, Raptor Firewall, Online JFS, Maestro, Omniback, LVM, Oracle 7 and 8, Documentum, Khalix, C, HP Openview, Perfview, MC/Service Guard, Autosys Job Scheduler, CVS, NIS, HP OpenSpool, GlancePlus, SMArch, Remedy, SNMP, TCP/IP

## OS / Platforms/Hardware:

HP-UX B.11.11, Aix 5.3.0.0, SunOS 5.9, Linux 2.6, FC6, Redhat 9

## Work Experience:

### Unix System Administrator    Dec 04 to present CTDI    West Chester, PA

One of two Unix System Administrators responsible for a heterogeneous Unix environment with AIX (28 hosts), HP-UX(22), SunOS(7) and Linux(7) hosts.

Existing system administration environment consisted of Big Brother 1.9, Cfg2html and home grown python & Mysql ticket system.

Installed bbggen toolkit to improved performance of Big Brother.

Improved overall monitoring functionality with downloaded and custom scripts.

Greatly enhanced notification by implementing a two layer reporting structure to allow for finer control over alerts.

Introduced TWiki (version Fri, 31 Mar 2006 build 9626, Plugin API version 1.1) as a collaboration and documentation tool. Installed and customized RT [Request Tracker ( rt-3.4.2)] for help desk ticket tracking. Added a custom programmed "guest interface" to the RT system with the same look & feel as the current help desk tool. Incorporated real-time status, generated out of Big Brother, in the guest interface for better communication on current issues and their resolution. Along with RT, installed RT-FM-2.1.20 as a central repository for IT information and procedures.

For the backup environment (DATA-PROTECTOR A.05.50) improved tape management and automated daily monitoring and reporting. Improved backup failure detection facilitating better problem resolution and enhanced co-operation between the application owners and operating system administrators. Assisted with redesign of backup infrastructure, incorporating best practices.

Redesigned new user account creation process entirely to reduced "new account" turn around time from weeks to days.

Setup a basic, but very effective, administration infrastructure that allows for quick (and recoverable) updates across all Unix hosts. This significantly reduces the effort required for administration while greatly improving configuration consistency and maintainability. Reduced day to day issues by scripting and automating regular

maintenance task for e.g. maintaining print spooler queues.

*Environment: HP-UX B.11.11, Aix 5.3.0.0, SunOS 5.9, Linux 2.6, FC6*

**Unix Infrastructure Architect Mar 04 - June 04**  
**MBNA Newark, DE**

Primary liaison for Phase II of the HP11i NFS Extraction Project. Researched the impact and feasibility of removing NFS from the current infrastructure. Through persistent negotiations found an owner/contact for each of the 250 applications to be impacted by the change. Shepherded the Application Installation Management group to maximize the success of the new application deployment method utilizing Radia.

*Environment: HPUX 10.2, 11.0 & 11i, Radia Software Manager*

**Unix System Administrator Jun 00 - May 02**  
**GSI Commerce Inc. King of Prussia, PA**

Methodically researched and repaired so called "problem" subsystems. These included: SAMBA for file sharing between UNIX servers and desktop users, and NIS+ used for centralizing login accounts. Reviewed the impact suggested new technologies would have on current systems and developed integration and support plans. Reduced workload and wait time by automating manual procedures and making them directly available to internal users, i.e. developers, DBAs and managers, via intranet. Reinstalled, deployed and customized Server and TCP/IP Network Administration and Monitoring tool - BMC Patrol.

*Environment: Solaris 8 (2.8 ), Oracle 8.x, TCP/IP, SAMBA, NIS+, BMC Patrol, Netbackup*

**Unix System Administrator Jul 99 - Dec 99**  
**Nycomed Amersham King of Prussia, PA**

Organized and systemized operations of Digital Imaging Lab. Installed, configured, IQd, maintained and integrated servers (Unix & WinNT), as well as the accompanying software and a wide variety of secondary storage devices. Secondary storage devices covered the spectrum from very old tape drives to current CDROM technologies. Authored and implemented Standard Operating Procedures (SOPs) and working instructions for level 1 support staff.

*Environment: Solaris 7 (2.7), Win NT 4.0, TCP/IP, SOPs, IQs, Perl scripting, Raptor firewall*

**Unix System Administrator Aug 97 - Jun 99**  
**Janssen Pharmaceutical Titusville, NJ**

Enhanced & maintained processes and procedures for FDA regulated Unix environment. Automated majority of day to day administration tasks utilizing perl and ksh extensively. Minimized downtime by flexible, yet disciplined adherence to procedures. Served as primary liaison to, and advocate of, internal and external customers. Served as System Administrator team contact for developers and DBAs and assisted with Y2K testing and preparations for porting to HP-UX 11.0.

*Environment: HP-UX 10.0 & 11.0, EMC, TCP/IP, Perl, ksh, Maestro, Omniback, Oracle 7, HP Openview*

**Unix Systems Analyst Mar 97 - Jul 97**  
**Sungard Corbel Sungard Sourcing Voorhees, NJ**

Researched and identified improvements and changes required to enable processing to complete in restricted time window. Collaborated with developers on code modifications and design improvements to maximize throughput.

Expedited production readiness for new Solaris Unix hosting environment, by rapidly and accurately installing and completing critical subsystems.

*Environment: Solaris 2.6, Ensign, Perl, ksh, Cops, TCP/IP*

**Unix Systems Analyst Dec 96 - Feb 97**  
**Williams Scotsman Baltimore, VA**

Performed complete security and systems audit. Established & implemented secure operating procedures with minimal downtime. Trained all staff.

*Environment: AIX, ksh, C, Cops, Crack, TCP/IP*

**Lead Unix Integrator Feb 96 - Sept 96**  
**Campbell Soup Cherry Hill, NJ**

Enabled stalled Supply-Chain project to finally move forward by bridging the gap between client, outsourced admin services and outside developers. Negotiated and arbitrated daily between various parties. Trained developers on Unix fundamentals, and made informal presentations to management and peers to assist in knowledge dissemination and encourage co-operation. Assisted in design and preparation of final production environment. Drafted and implemented Standard Operating Procedures.

*Environment: AIX SP2, autosys, JobScheduler, ksh, Oracle, SOPs*

**Unix System Administrator Dec 95 - Jan 96 April 94 - May 95**  
**MBNA Newark DE**

Lead administrator for scripting, user account creation and maintenance. Responsible for monitoring system performance and capacity on a daily basis. Provided second and third level Unix support. Teamed with help-desk staff to enhance their tools and improve knowledge & understanding of Unix fundamentals.

*Environment: HP-UX 10.0, DEC Ultrix, 3B2, Perl, ksh, scripting, Oracle*

**Unix System Administrator Jan 93 - Mar 94**  
**PlaytexDover DE**

Technical lead for setup of HP-UX environment, included HP Openview Management Console (SNMP), basic server monitoring and Remedy Trouble Ticket system.

*Environment: HP-UX, HP Openview, SNMP, Remedy*

**Education**

**A Bachelor of Science graduate (Computer Science, Mathematical Statistics)**  
**University of Port Elizabeth, South Africa**