

Dennis Faas, BCS

Senior Systems Administrator and I.T. Consultant
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Experience Overview

As an IT consultant, I provide technical consulting and support for end users and corporations on a daily basis. As a senior systems administrator, I provide both workstation and server administration for Windows and Linux systems, including: database administration (MySQL), email administration (Linux - postfix / qmail), system performance analysis, data network infrastructure, server and storage infrastructure, capacity planning, plus disaster recovery plans, among many other things. I excel at writing scripts to create automated systems and services, in order to provide reliable solutions to repetitive tasks - refer to Related Job Experience section below.

I have extensive experience administering corporate and virtual / private / secure networks. I administer security policies, and implement corporate security through the use of virtual private networks (VPNs) and reactive firewalls and firewall policy chains; I have endless experience setting up storage and network infrastructure, network print services, and use Citrix XenServer, and VMWare Workstation (virtual machines) daily. I am a highly skilled technology problem-solver and excel at being able to provide solutions on the spot, especially in the capacity of network infrastructure, mobile and IT technology.

I am an expert with computer hardware and software, application integration, and troubleshoot Windows workstations and desktops daily; in fact, I currently provide Internet support (via remote desktop) to a company mailing list of 79,000 Windows users world-wide. I am a self-motivated and driven technology enthusiast and have authored over 1,200 online articles and published 6 books on Microsoft Windows, personal computing, and security.

Occupational Credentials

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| Bachelor of Computer Science (10+ Years) | Corporate Network Experience (10+ Years) |
| Linux and Windows Server Administration (10+ years) | Computer Programming (10+ years) |
| Network Administration (10+ years) | Web Development (10+ years) |
| Citrix XenServer (5+ years) | VMWare Workstation (5+ years) |
| Computing Experience (10+ years) | Building PCs, Hardware (10+ years) |
| Microsoft Windows, DOS (10+ years) | Wrote 6 Books on MS Windows (10+ years) |

Education and Certification

I hold a Bachelor of Computer Science degree from the University of Windsor, Windsor, Ontario, Canada. I have over 45 hours of training for Windows Server 2012 (r2) certification.

Related Experience: Corporate Networks

Linux and Windows Systems Administration, Computer 411 and Infopackets, Inc
2001 – Present

I have worked with numerous IT corporations in the last 13 years, including Rackshack, EV1.net, The Planet, ServerMania, and Softlayer (IBM). In that time, I have worked with varying corporate security policies, network infrastructure, server and storage infrastructure, and have implemented capacity planning and disaster recovery plans in many instances. Specifically, I have managed and configured dedicated Linux and Windows workstations and servers using various web-based control panels, trouble ticket systems, virtual private networks, subnets, IPMI, SSH secure shell, S/FTP, reverse DNS, DNS, NAS, and virtual machines.

Related Experience: Job

Senior Systems Administrator, Tech Analyst, Systems Analyst, Infopackets, Inc, Lakeshore, ON
2008 – Present

- I provide system and network administration for Windows and Linux servers using secure virtual private networks (VPN) via secure shell and remote desktop. Tasks include: database administration (MySQL - configuration, tune, and repair), email server administration (postfix mail transport agent, Dovecot), Perl and PHP programming, system performance analysis, server maintenance, managing storage infrastructure (local and remote via secure shell), capacity planning and disaster recovery through the use of virtual machines. I also write scripts to reduce repetitive tasks and to keep the server running as an automated system.
- I provide Live tech support to company mailing list of 79,000 users, where I connect to both end users and corporations using a remote desktop. From there, I consult, answer questions, trouble shoot, provide application integration, disaster recovery plans, network maintenance and implement security policies and virtual private networks using OpenVPN (open source virtual private networks), firewalls, and even network print services - plus, much more.

I.T. Consultant, Publisher, Systems Administrator, Web Developer, Computer 411, Windsor, ON
2001 - 2008

- I serviced the Windsor area by consulting with end users and corporations on-site. I managed both private and corporate networks on Windows servers and workstations, providing backup and disaster recovery planning, application integration, troubleshooting, data network infrastructure, server storage infrastructure, and network print services.
- I studied the PC industry in-depth, and wrote articles based on the industry and my experiences. I published 2-3 articles a day for 5 years to an audience of 150,000 users, plus wrote 6 books.
- I was the system administrator for multiple dedicated Linux web servers; as a programmer, I wrote over 100+ elaborate and custom programs and scripts to automate the web sites and servers.

Skills: Microsoft Windows

VMWare workstation (virtualization), disaster recovery, RAIDs, local and remote / cloud backups, administration services, file and print sharing, task scheduling and scripting, DOS / command prompt / power shell and batch scripting, network administration (some active directory, workgroups, secure

and simple file sharing, secure / private networks / subnets, SSH secure shell, openVPN and PPTP, TCP/IP, DHCP and static IPs, DNS, WAMP [Windows, Apache, MySQL, PHP], routers, switches, port forwarding, firewalls, reactive firewalls, network services, web scripting, S/FTP, remote desktop, rsync), PC repair, credential management, secure password management, parity file backups, and much more.

Skills: Linux and Web Server

Redhat / CentOS / Debian Linux, Citrix XenServer, IPMI , LAMP (Linux, Apache, MySQL, PHP), writing automated scripts using Perl and Bash, regular expressions, MySQL (setup, tuning, config, programming, repair), mysqldump / mysqladmin scripting, network scripts, subnets, DHCP, static IPs, hostname, resolve, bind, reverse / DNS, openVPN, Plesk and cPanel web control panels, iptables / fail2ban / APF firewalls, SSH secure shell, md5sum, apache (setup, configuration, virtual hosts, url rewriting), CSS, HTML, openssl, SSL certificates, rsync, logrotate, grep, find, sed, crontab, qmail, postfix, dovecot, cyrus SASL, imap, pop3, DKIM / SPF (email), PHP (configuration, tuning, some programming), phpList, phpMyAdmin, rsync, make / rpm, yum, cpan, usermod, xargs, mount, grub, ps, top, chmod, chown, chkconfig, sudo/ers, nice, and much more.

Recent Projects

Duplicate and Reconfigure Main Server (Automated Systems, Server Infrastructure, Data and Network Infrastructure, Capacity Planning), Infopackets, Inc | August, 2015

- I wrote a script that takes a virtual machine clone of the main server and automatically reconfigures it for use on another IP address, thus making it useable for developmental purposes, such as disaster recovery planning or modifying network infrastructure. The automated systems script first performs sanity checks to ensure it is not running on a production server; if not, the user is asked to proceed. The script then modifies all server's internal settings; when complete, the server is ready for use on a separate virtual private network and/or designated IP. The script also drops (erases) sensitive MySQL databases so it is ready for use by third party developers if needed.

MySQL Automated Database Repair (Storage and Network Infrastructure), Infopackets, Inc | November, 2014

- I wrote an automated systems script to manage database repair for all MySQL databases on the server, including: force recovery, mysqlcheck, mysqldump. The script first safely takes the database offline, tests database export integrity, then moves and recreates the MySQL directory with permissions. All databases, users and credentials are recreated to specification; data is then re-imported; privileges refreshed, then network services and database services are restarted.

Mitigate Distributed Denial of Service Attack (Security Policies and Corporate Security), Infopackets, Inc | March, 2014

- A botnet of 40,000+ malware infected computers attacked the server simultaneously through the network, resulting in significantly increased server load and lag time. I studied network log files and programmed a custom solution using Fail2ban (Python regex scripts) in order to mitigate the attack, effectively creating a reactive firewall to ban abusive IP addresses. Offending traffic was blocked and server load was immediately reduced.

Past Projects

Web Server Restructure and Programming (Database Administration, Capacity Planning), Infopackets, Inc | February, 2014

- I led a team of developers to restructure the entire web server consisting of 10,000 pages onto a new content management system (Drupal). I programmed / exported data into a CSV, then data was re-imported; I reconfigured the site to use new modules and interface old with new; I then changed URL structure and handled 404 and 301 permanent redirects for search engine optimization to reflect permanent changes.

Server Migration, XenServer to VMWare Workstation (System Performance Analysis, Data Network Infrastructure, Server and Storage Infrastructure, Capacity Planning and Disaster Recovery), Infopackets, Inc | January, 2014

- I moved the server to a new data center by remote using a virtual private network, secure shell and rsync. I also changed hypervisor platforms (Citrix XenServer to VMWare Workstation and MS Windows) due to hardware incompatibilities and to reduce overhead costs. I then mounted the old operating system to new and migrated data over to the new virtual machine. I then reconfigured the server operating system, services, and databases.

Mass Email Program (Programming, Email Administration, Database Administration System, Performance Analysis, Automated Systems), Infopackets, Inc | December, 2003-2013

- I wrote a script to send out an email newsletter to a mailing list of 150,000 users using Perl's fork() and qmail MTA (mail transport agent). For every email server connection, the script monitored and recorded the response from the receiving MTA as being accepted, hard, or soft bounce which was later used for statistics. The script dynamically reacted to MTA greylist responses and automatically injected messages into the mail queue for later delivery, instead of attempting to repeatedly deliver to problematic connections. This decreased delivery time, and prevented the server from being banned. Emails fired out at a rate of 38,000 per hour. The script also monitored server resources (RAM and swap file) and was programmed to sleep if too high of a load, as the same server was also used for HTTP connections.

Concurrent Database Backups (Database Administration, Performance Analysis, Programming, Automated Systems, Capacity Planning, Disaster Recovery), Infopackets, Inc | January, 2001-2010

- I wrote a program to export the mailing list database into .CSV delimited format, then produced concurrent gzip tarballs (forked) using Open3 in Perl. Tarball backups were spawned (forked) simultaneously to take full advantage of all the server's processor cores, but without overloading server resources (using waitpid). Backups and logs of backups were stored in a directory on the server, emailed to the server administrator, then rotated and pruned to reclaim server storage space.