

# Dennis Faas, BCS

Senior IT / Systems Admin / Security and Cyber Crime Specialist  
137 Meconi Court | Lakeshore, ON, Canada

Email (form): <http://www.infopackets.com/contact>

Website: <http://dennisfaas.com>

## Experience Overview

I am a self-motivated and driven technology enthusiast, having authored over 1,200 online articles and published 6 books on the topic of Microsoft Windows, PC maintenance, and security. I have intimate knowledge of Microsoft Windows / Linux / Server operating systems, PC hardware, network administration, network security, Perl programming and Regular Expressions (Regex), a theoretical computer science and formal language theory.

I administer security policies for both public and private LANs, as well as VPNs using firewalls, reactive firewalls (scripting) 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 also familiar with Active Directory, Group Policies and print/file servers.

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 excel at writing scripts (programming) to create automated systems and services, in order to provide reliable solutions to networking issues as well as repetitive tasks - refer to Related Job Experience section below.

## Occupational Credentials

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.

## **Related Experience: Corporate Networks**

*Linux and Windows Systems Administration (Networking), Computer 411 and Infopackets, Inc*  
2001 – Present

I have worked with numerous IT corporations in the last 17 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**

*Cyber Crime Specialist, Technical Analyst, Systems Admin, Networking, Infopackets, Inc, Lakeshore, ON*  
2008 – Present

- As of May 2021, I've shifted focus on cyber crime mitigation - specifically technical support and sextortion fraud. According to the [FBI's 2020 IC3 report, tech support fraud accounted for \\$146 million](#) and increased 171% from the previous year. [Sextortion has twice the volume of complaints.](#)
- As a technical analyst, 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, email server administration, writing automated system scripts, system performance analysis, server maintenance, managing storage infrastructure, capacity planning and disaster recovery through the use of virtual machines.
- 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 including active directory, group policy, 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**

*Sextortion and Tech Support Fraud Mitigation (Cyber Crime Specialist, Digital Forensics), Infopackets, Inc | May, 2021*

- Since 2014, I've investigated and published various articles on [technical support fraud](#). As a result of the reporting, I've become well-known online for assistance in similar matters. I have now shifted the majority of my focus on technical support fraud and [sextortion](#) mitigation.

*Ransomware Mitigation on Corporate Network (Storage and Network Infrastructure, Corporate Security, Disaster Recovery), Infopackets, Inc | May, 2018*

- I was hired to investigate a ransomware attack on a corporate network which encrypted critical databases and documents. I immediately halted the spread of the malware, analyzed network attack vectors, then consulted client to limit and prevent further attacks. Data was recovered by analyzing the ransomware note and encrypted files (brute force) to produce a decryption key.

### **Past Projects**

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

- I wrote an automated systems script that clones a virtual machine server and automatically reconfigures it for use on another IP address, thus making it usable for developmental purposes. The script analyzes and modifies server configuration files; when complete, the server runs on a separate IP address. The script also drops sensitive MySQL databases if needed.

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

- I wrote a script to manage MySQL server database repair, including: force recovery, mysqlcheck, mysqldump. The script takes the database offline, tests integrity, then recreates the MySQL directory with permissions. All databases, users and credentials are recreated to spec; 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 PCs attacked the network, resulting in significantly increased server load and lag time. I studied 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.

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

- I led a team of developers to restructure a web server consisting of 10,000 pages onto a new content management system. I wrote a script to export data to CSV, then imported; I reconfigured the site to use new modules and interface old with new 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 a server to a new datacenter using a VPN, secure shell (SSH) and rsync. I changed hypervisor platforms from Citrix Xenserver to VMWare Workstation due to hardware incompatibilities. I then migrated data over to the new server and reconfigured the 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. The script recorded email server response codes, which was later used for statistics. The script dynamically reacted to greylist responses and queued problematic emails; it also monitored server resources.

*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 a mailing list database into .CSV delimited format, then produced concurrent gzip tarballs (forked) using Perl. Tarball backups were forked simultaneously to take full advantage of all the server's processor cores, but without overloading server resources. Backups and logs were automatically rotated and stored on the server, then stats emailed.