

# Elijah A. Chancey

(720) 254 2703

elijah@elijahchancey.com

Virtualization Systems Administrator with a twelve year history of designing, deploying and supporting business-critical computing infrastructure.

## Strengths & Areas of Expertise

- Systems Engineering / Administration
- **Virtualization: VCP & VTSP**
- **Secret Level Security Clearance**
- Corporate, Government, Startup Experience
- Vendor / Client Relationship Management
- **Linux**, Windows, FreeBSD
- Servers: SMB & Enterprise Class
- Networking: Switches, Routers, Firewalls
- Storage: Fiber Channel, iSCSI, Local
- Wireless: Point-Point, Building Wide

## Summarized Achievements

- Co-founded an ISP, NetlinkIP Communications. Built network, server, helpdesk, datacenter infrastructure to support ~1200 business and residential clientele. Trained helpdesk staff. Acquired two radio towers and deployed wireless internet services to all of Glynn County, Georgia. Grew company to \$375k revenue within first three years of operation.
- Managed the IT infrastructure of a software development company, including QA, development and business environments. CounterStorm was a Manhattan based network security startup that serviced internal security needs at Fortune 1000 companies and government agencies.
- Provided technical support to Enterprise, Government and SMB clients of VMware in designing, deploying, and troubleshooting virtual infrastructure at all layers: server hardware, network, storage, ESX/Virtual Center, operating systems, applications. Member of Enterprise Networking and Federal support teams. Consistently within the top 10% of technical support engineers as measured by case closure metrics.

VMware, *Broomfield, Colorado (10/2007 – 04/2009)*, *Enterprise Networking Technical Support Engineer*

- Member of the Enterprise Networking and Federal Support teams. Identified the customer's technical issues by engaging their personell resources: storage, networking, operating system, application and datacenter. Formulated and communicated solutions whilst gaining stakeholder approval. Facilitated case closure by responding quickly, providing top-notch expertise, and driving issues to resolution.
- Utilized twelve years of systems administration experience with Linux (Redhat, CentOS, Fedora, Gentoo, Slackware) and Windows (2000, 2003) to resolve operating system issues.
- **VTSP & VCP 3.0 (VMware Certified Professional); Active Secret level security clearance.**
- Ensured customer satisfaction by providing expert and timely support for the VMware Virtual Infrastructure suite of products: ESX (2.5, 3.0, 3.5), Virtual Center (2.0, 2.5), Virtual Consolidated Backup, Converter, Update Manager, High Availability, Distributed Resource Scheduler, vMotion, Virtual Desktop Manager, View. MSCS (Clustering Services) & NLB.
- Guided small business to enterprise level customers on the proper configuration of rack-mount/blade-class servers (Dell, IBM, HP), network switches (Cisco, HP; VLAN Trunking, NIC Teaming and Jumbo Frames), the storage layer (EMC, Netapp, Dell, Brocade, QLogic; Fibre Channel, iSCSI, NAS, LUN presentation, CHAP authentication, Zoning, Multipathing, Load Balancing, Failover), and VirtualCenter Databases (MSSQL and Oracle).
- Devised solutions to complex performance and stability cases by using a breadth of industry experience across computing layers (hardware to operating systems to applications). Advised fellow Technical Support Engineers on best practices and specific technical challenges. Wrote and revised Knowledge Base articles to assist colleagues in efficiently resolving customer issues.

*CounterStorm, Manhattan, New York (10/2005 – 11/2006, 05/2007 consulting), Senior Systems Administrator*

- Fully responsible for designing, deploying and supporting server, network and storage resources for a company of 30. Utilized a variety of technologies, with an emphasis on open source solutions to support Engineering, QA, Sales and Marketing departments.
- Provided Network (Cisco, HP; routers, switches, firewalls), Desktop (Windows & Linux), PBX (Nortel Norstar) and Systems (Linux, Windows 2003, FreeBSD) Administration to all departments. Very knowledgeable with RedHat, CentOS and Fedora.
- Architected and configured mixed Exchange 2003/Sendmail infrastructure, with shared calendars & contacts, wireless/Palm synchronization, Outlook Web Access on ISA. Four terabytes of Fibre Channel accessible storage made available with AC&NC arrays & QLogic HBAs.
- Deployed 25 rack mounted development/product build servers. Utilized Kickstart & PXE.
- Built and administered five VMware GSX servers for QA department. Used for product testing.
- Performed security analysis on internal and customer networks with utilities like snort, ethereal, tcpdump, and wireshark.
- Built a robust backup solution utilizing a 800GB HP LTO3 tape drive and Arkeia.
- Engineered OpenVPN to provide remote access to employees and contractors; Plone, a Content Management System unifying 200+ documents and procedures; a redundant DNS/Web hosting solution guaranteeing 99.99% uptime; Secure, building-wide wireless connectivity utilizing Cisco Aironet. Utilized Cisco Catalyst series 4500 & 6500 and HP ProCurve switches.
- Configured NFS, NIS, and Samba for inter-server authentication and file sharing.
- Authored IT documents: Visio network diagrams, employee account/service creation, Exchange administration tasks, and backup procedures. Forged vendor relationships and purchased all IT software and hardware. Technical liaison between Marketing and outside vendors.
- Wrote bash shell scripts to automate processes including backups, temperature monitoring, and alert notification.

*NetlinkIP, Brunswick, Georgia (01/1997 – 09/2005), Co-Founder and Systems Administrator*

- Built infrastructure to run a successful operation serving 1200 business and residential clientele the following: Dialup, ISDN, DSL, E-Mail, Webhosting, Colocation at two facilities, and Point-to-Multipoint Wireless. Deployed services on a limited budget utilizing primarily white box hardware and open source software. Utilized Cisco routers (1700, 2600, 3600 series) and switches (Catalyst 2900 series) maximize uptime and provide redundancy with BGP. Utilized BSDi, Gentoo, FreeBSD, and Fedora OS's.
- Acquired two radio towers and collocation facilities. Deployed Point-to-Multipoint Wireless services in Glynn County Georgia using a combination of Vivato, Wave Wireless, Tranzeo, Sputnik and Teletronics radios. Engineered ~20 radio links of up to 13 miles distance. Performed site surveys. Utilized spectrum analyzers to troubleshoot connections.
- Trained helpdesk staff, wrote documents detailing internal processes and troubleshooting procedures.
- Utilized Asterisk and Cisco 7900 series VOIP phones for interoffice communication.
- Deployed account management services to billing & helpdesk staff with Webmin. Provided website utilization analysis with Webalizer & Awstats.
- Provided networking and server consulting services to approximately 30 small business clients with a maximum of 50 workstations.
- Utilized LAMP (Linux, Apache, MySQL, PHP) to host 200+ domains. Deployed email services using an evolution of Sendmail, Qmail, and finally Postfix/Dovecot/SpamAssassin to service 1200+ users.
- Provided E-Commerce services with OSCommerce, DNS with Bind & djbdns, ticket management with Request Tracker, authentication with gnradius, FTP with ProFTPD, and content management with Plone, Drupal, and Wordpress.