Andre Esser

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Abstract:

A flexible and enthusiastic IT professional with experience working in a number of companies of different sizes and backgrounds.

Dedicated and service-level oriented, with a history of cultivating excellence from junior team members as well as efficient communication with parties outside the core IT area.

Looking for a small to medium size growing enterprise to take charge of the IT environment and lead it to future growth. International travel very welcome.

Work experience:

2011-12 – present: Linux OS Design Analyst, Ladbrokes PLC, London

- Design, build and test of Linux based systems in line with corporate standards in regards to availability, capacity, performance, functionality and security (Vmware vSphere, RHEL, Cobbler, Puppet, Kickstart, PCI DSS)
- Third line of support for problems beyond the operations team's capabilities
- High and low level design documentation
- Knowledge transfer into operational support team
- Review and update of policies and standards
- Evaluation and recommendation of new technologies and methodologies

2002-09 – 2010-12: IT Manager, OpenBet Ltd, Chiswick, London

- Taking ownership of all aspects of an IT infrastructure that hadn't kept up with the company's growth
- About 80% hands-on with 20% team management
- Liaising with parent company's IT department, initially to interface technologies, later to separate them for strategic reasons
- Integrating IT systems of three acquired subsidiaries
- Changing people's perception of IT-relevant security issues and implementing required improvements over a number of years
- Continuously expanding the IT capacity, robustness and capabilities over a period of 8 years to keep up with the company's expansion to 300+ over 7 locations on 5 continents
- Developing disaster recovery strategies and implementing off-site DR environment
- Overseeing the IT department's expansion from one (me) to a team of five
- Participating in 24/7 on-call rota and weekend shifts
- Participating and organising 24/7 on-call rota and weekend coverage
- Examples for systems designed, implemented and managed:
  - Fault tolerant email system with several levels of spam and malware filtering, several levels of DoS protection, flow controls, secure mobile device sync (Exim, Juniper SMTPD, Spamassassin, Eset NOD32, netfilter, bash scripts, NotifyLink)
  - Staging environments with secure access methods for customers (Apache, mod_proxy,

netfilter/iptables)
- o Numerous staging environments with secure access methods for customers (Apache, mod_proxy, netfilter/iptables)
- o Kerberos infrastructure for secure logins to Linux PCs and intranet applications (MIT Kerberos, PAM, Apache/mod_auth_pam)
- o Server *cloud* for redundancy, load balancing and downtime-free maintenance (Samba, Apache, CVS pserver, Subversion, ViewVC, Kerberos, OpenLDAP, DNS/Bind, ejabberd, SMTP/Exim)
- o Monitoring of disk usages, loads, log files, mail queues, connectivity, DB spaces, etc. (Nagios/NRPE)
- o RSA SecurID authentication for remote workers
- o Support call ticketing system with email gateway to prioritise and assign support calls across the team (RequestTracker, Exim)
- o One-stop user password update facility for various systems across the office network (Apache/mod_cgi, expect script, ssh)

2001-05 – 2002-08: BlackBerry Operations Admin, Research in Motion, Egham, Surrey

- Operation and monitoring of the BlackBerry email relay system on a 24/7 basis
- Communicating with wireless carriers' network operation centres across Europe to pinpoint connectivity problems
- Developing and implementing monitoring and statistics gathering tools

1998-10 – 2001-01: Systems Administrator, Planet Three Ltd, Acton, London

- Web-, mail-, file servers (Linux) and Workstations (Linux/NT) build, installation and maintenance
- Programming/Scripting, mainly involving webpage/database connectivity and system maintenance tasks (backups, configuration updates, etc.)
- Implementing a backend tool to unify access to various online payment agencies (Secpay, Netbanx, Worldpay)
- All aspects of administration of the .cx (Christmas Island) top level domain. This included configuration and maintenance of all web-, mail- and DNS servers as well as user support and billing procedures

Core IT skills:

- 12 years commercial experience administering Linux (Debian/Ubuntu, Red Hat/CentOS) and other UNIX flavours
- comprehensive understanding of TCP/IP networking: routing, securing, shaping; using various technologies: Netfilter/iptables+tc, Check Point, Cisco ASA
- commercial experience with a wide range of technologies, including the following:

- Apache	- AWS	- Bacula
- Bind	- Check Point firewall	- Cisco ASA, switches
- Cobbler	- CVS pserver/SVN, ViewVC	- Exim
- HAproxy	- Informix	- Kerberos (MIT)
- MS Win PCs + servers	- MySQL	- Nagios
- nginx	- NotifyLink	- OpenLDAP
- Puppet	- RSA SecurID	- RT (Request Tracker)
- Samba	- Scripting (Bash, Perl, PHP)	- Squid
- tc (traffic control)	- Tripwire	- Vmware Server + vSphere
- Zimbra		

Education:

1990-10 – 1998-06: University of Oldenburg, Germany

- Subjects: Computer Science and Maths
- Subject of thesis: "Transformation of Entity- Relationship Diagrams into database driven information systems on the World Wide Web". Grade: good.

Other skills and qualifications:

- German (native)
- GPRS fundamentals
- Check Point Security Administrator

- French (basic)
- Informix Database Administration

Miscellaneous:

2010-12 – 2011-09:
> **"Austrantamerica"**
> Backpacking across Australia, Antarctica and South, Central and North America

2001-01 – 2001-04:
> **"Around the world in 80(+16) days"**
> Backpacking to North America, New Zealand, Australia and Tokio

1988-08 – 1990-03:
> National service as paramedic at the German Red Cross section Rotenburg/Wümme, Germany