

DENNIS LITTLE

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Customer-facing Systems Engineer: Linux & Windows / VoIP / VMware / Networks

Results-driven technology professional with more than 9 years of experience expertly designing and implementing technological initiatives that practically impact diverse environments. Dynamic visionary with a gift for communicating and translating technology applications and ROI potential to staff, management, and clients, cultivating and maintaining key relationships, and skillfully driving new business development. Reputable for building, leading, and motivating high-performing teams and consistently achieving and exceeding company objectives.

Asterisk VoIP • VMware Virtualization • Systems Engineer • Solution Sales / Development
Business Process Improvement • Operational Management • Client/Vendor Relationship Management
Ubuntu / CentOS / Red Hat Linux • Windows Server 2003 • Team Building/Motivation • Mentoring

PROFESSIONAL EXPERIENCE

ROYALL & COMPANY, Richmond, Virginia • 2008-2008

Leading targeted college recruitment services provider -- engaging 5M+ students for over 200 public & private institutions in 40 states and Canada; annually process 300M emails & 30M postal mailings.

IT Systems Administrator

Manage all aspects of distributed Zenoss / Cacti / Nagios SNMP systems monitoring and trending, nbackup / NetBackup for over 150 Windows and Linux web, database, file servers and network. Create, document, implement and train colleagues on improved IT procedures. Specify, build and train personnel on management & deployment of VMware Server / VI / ESXi deployments. Test, recommend and integrate hardware to support intensive enterprise data collection and processing. Directly support customers with secured data exchange; represent IT department for improvement of secure data exchange. Secure, diagnose & troubleshoot Lin/Win Ethernet and fiber optic networks.

- Directly supported successful 6-hour migration of monitoring and support systems for entire data center (1TB data, 250 client domains) from Dulles, Va to Richmond, Va.
- Successfully migrated 20 Linux servers to BackupPC bare-metal backup solution, saving more than \$9,000 on Veritas NetBackup licensing.
- Introduced VDI to support remote teleworkers, saving \$19k in capital expenditures annually.
- Led adoption of centralized & secured credentials exchange between IT department employees, insuring accessibility and security of shared systems.
- Reduced backup window & performance impact on MS SQL database servers by 75% through RAID hardware tuning and improved data processing.

POTENTIAL ENERGY TRADING, LLC, Richmond, Virginia • 2007-Current

Hedge fund managing \$20M of energy commodities.

Systems Engineer

Direct, with full accountability, all aspects of IT systems including servers, workstations, phone system, and network. Create and implement improved business operations. Lead infrastructure management to support commodities fund through automated analysis of emerging energy markets. Design systems and process for intensive data collection and calculations, developing unique market intelligence. Support international workforce. Monitor and resolve systems and security issues. Propose and oversee procurement of new services and hardware.

- Spearheaded significant improvement of technology infrastructure through standards compliance, automated benchmarks, and active management of disaster recovery best practice.
- Managed Asterisk VoIP telephone network for two separate businesses sharing one system: insured proper call delivery, trunk routing, QoS & service provisioning via T1 PRI & internet.
- Introduced & managed VMware Server + CentOS & ESXi standalone deployments to support development and disaster recovery plans.
- Elevated network cabling standards compliance from less than 45% to 100%.
- Stabilized and lowered data center temperatures with investment of less than \$1K.
- Oversaw complete implementation of MySQL replication system to insure backup of 400M+ record research database.

ALLENFIELD SOLUTIONS, Harrisburg, Pennsylvania • 2003-2007

Provider of IT systems integration/management/development services with \$1M annual revenue.

IT Consultant

Managed all functions of multiple geographically dispersed networks of Windows and *nix servers and workstations including security, backups, documentation, and integration. Architected, implemented, and supported VoIP, internet connectivity, toll free services, email, and web hosting. Provided Tier 2 technical support for Windows, *nix, and OS X clients. Procured IT licensing, equipment and services, and asset management. Cultivated and maintained vendor relationships. Served as sales engineer and project manager, interacting with SMB and Fortune 500 clients to assess needs and design solutions. Supervised staff of 4 and sub-contractors.

- Redeveloped training documentation for *Rite Aid Corporation*, supporting \$3.4B Eckerd acquisition and transition.
- Spearheaded virtualization and Open Source software integration, optimizing internal and external operations.
- *Diakon / Statewide Adoption Network* - Served as technical lead for successful new office build-out and 72-hour migration of 5-agency, 45-person operation and all technology systems, including 10 servers, 45 workstations, 5 copier-printers, and 120 switch ports.
- Served as technical lead on privatization of *Pennsylvania Adoption Exchange*, an agency maintaining records for more than 4,500 children and 3,500 families, integrating legacy SCO Unix terminal system to support web-based platform upgrade.
- Introduced on-demand, clientless remote support services to *Allenfield Solutions* customers.

PROVION, LLC, Carlisle, Pennsylvania • 2001-2002

Provider of IT systems integration/management/development services with \$5M annual revenue.

Special Projects Engineer

Cultivated and managed special projects, providing sales engineer support, and identifying and evaluating new technologies and custom/COTS software integrations. Assisted in RFP response development. Designed training documentation and trained end users. Identified new technologies and integration points, testing viability and collaborating with sales team to develop services and products.

- Led technical development and implementation of innovative content management system for *Carlisle Regional Medical Center*, a \$300M+ facility.
- Served as key programmer for *CampusDoor.com*, a \$15M provider of college loans.

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PATTON ELECTRONICS, Gaithersburg, Maryland • 2000-2000 (College Internship)

Manufacturer of network access and connectivity products with \$7.5M annual sales.

Software Development Intern

Optimized test department functions through implementation of GUI-based information system. Interviewed stakeholders, gathered and documented system requirements, established project milestones, and provided ongoing support.

- Reduced time needed to establish test environment setup from 5 minutes to 10 seconds.
- Produced test department's first Windows-based GUI, allowing for multiple technicians to work on any of the company's 250 products.

EDUCATION

Bachelor of Science in Computer Science

Shippensburg University, Shippensburg, Pennsylvania

AFFILIATIONS

Regular contributing writer, Central Penn Business Journal

Harrisburg Young Professionals

HYPE (Helping Young Professionals Engage), Richmond

Central Pennsylvania LUG (Linux Users Group)

Richmond Chamber of Commerce Events Committee

LANGUAGES

Some French Proficiency

Extensive List of Technical Skills Available Upon Request

TECHNICAL SKILLS

Platforms

- **Linux:** Ubuntu, RedHat, RHEL, CentOS, Slackware, SuSE, Novell
- **Unix:** SCO Unix, Solaris
- **Windows:** Server NT, 2000, 2003, 9x/XP/Vista
- **Mac OS X:** Desktop & Server
- **Shell scripting:** Windows, Linux bash shell, cron
- **Virtualization:** VMWare Server, Qemu

Web Technologies

- **Servers:** IIS, Apache 2, Tomcat, Apache Ant, SSL, DNS, LAMP
- **Databases:** MySQL, MS SQL, Oracle: replication, backups, security, normalization
- XHTML, CSS, Javascript, XML, RSS, Java, Visual Basic (VB)
- Domain registration and search engine optimization (SEO)

Telephony

- **Avaya:** DEFINITY, AUDIX, INTUITY, Communication Manager
- **Asterisk:** Digium Business Edition, TrixBBox, Elastix
- Nortel PBX
- **VoIP:** SIP, IAX, PRI, G.729, H.323, Direct Inward Dialing (DID)
- Call Detail Recording (CDR), queues, routing, unified communications

Networking

- Cisco IOS
- **VPN:** OpenVPN, IPsec, Terminal Services / RDP, Citrix clients
- **Protocols:** TCP/IP, HTTP/HTTPS, TFTP, FTP, SFTP, SSH, SNMP, SMTP / POP3 / IMAP / Exchange, UPnP
- **Ethernet standards:** 802.3af PoE, 802.1p QoS, 802.1q VLAN
- Active Directory (AD) domains
- **Cabling:** CAT 5e/6 termination & certification, fiber optic 50/125, transceivers/media converters, 10/100/1000 ethernet
- **Storage:** NAS/SAN, CIFS/SMB, NFS, AFP, iSCSI, Fibre Channel, RAID, rsync, NTBackup, Veritas NetBackup, BackupPC
- **Wireless:** 802.11, WPA
- **Monitoring:** Zenoss, Nagios, SNORT, tcpdump, Ethereal, iptables firewalls, Syslog

Data Center

- Management: rack, cooling/environmental, cable, Lights-Out & Out of Band
- Power: management, battery UPS, NEMA connector types, power requirements design
- APC Data Center University training

Hardware :

- Component diagnostic testing / replacement
- Custom build
- Asset management

Electronics

- Schematics, Assembly (soldering), Test