

Shane Short

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Profile

I've been involved in I.T. for as long as I can remember. I began writing text-based games in BASIC at a very young age and by my mid-to-late teens I was constantly tinkering with PC hardware and building my own PCs and Networks.

I'm extremely inquisitive and motivated and keen to learn something new, which is why I wish to work in a challenging and stimulating environment.

Experience

SENIOR SYSTEMS ENGINEER - WEB IN A BOX - PERTH, WESTERN AUSTRALIA: 2006-2010

Hired as senior systems engineer, I've been tasked with building and deploying the server/cluster infrastructure from scratch.

Main responsibilities and achievements:

- Design and deployment of several clustered front-end server environments (Web/DNS/E-Mail) using Ubuntu LTS (6.06, 8.04 and recently 10.04)
- Design and deployment of applicable network infrastructure and securing Transit/Peering arrangement with other networks.
- Design and deployment of backend storage w/Replication (DRBD/NFS etc)
- Assist software engineers with deploying custom backend billing system (Ruby on Rails)
- Development of backend automation scripts between clusters and billing system (Perl/Ruby/Bash)
- Day-to-day support of end user issues
- Responsible for ongoing maintenance of all hardware (security updates, upgrades etc)

IT FIELD SUPPORT OFFICER - ST IVES GOLD MINE - KAMBALDA, WESTERN AUSTRALIA: 2008-2010

Hired as a member of the St Ives onsite IT Team, tasked with managing in-house infrastructure and supporting additional remote sites and offices.

Main responsibilities and achievements:

- Deployment and configuration of Windows machines (SoE Based)
- Deploying and managing the communications infrastructure (Juniper/Cisco routers/switches and Ericsson PABXs)
- Developing and implementing a number of automation scripts (Active Directory account creation, hardware auditing)
- Day-to-day support and maintenance of a fleet of over 200 workstations and servers.

SENIOR SYSTEMS ENGINEER - AUST DOMAINS PTY. LTD. PERTH - WESTERN AUSTRALIA: 2007-2008

Hired as Senior Systems Engineer, tasked with re-architecting and re-locating their core hosting infrastructure to cope with a substantial period of growth.

Main responsibilities and achievements:

- Relocation of entire infrastructure to a new location
- Configuration and deployment of new Dell blade servers
- Configuration and deployment of network infrastructure
- Negotiating/provisioning of new transit/peering relationships
- Deployment of Linux based Mail, Web and DNS cluster
- Day to day maintenance and retirement of older cPanel infrastructure

SENIOR ISP ENGINEER - AMCOM TELECOMMUNICATIONS/AMNET - PERTH: 2005-2007

Initially hired in a Level 2 Help Desk role, but was promoted to ISP engineer to assist with the Arachnet integration and subsequently promoted to Senior ISP Engineer.

Main responsibilities and achievements:

- Design and deployment of Linux based Mail/Web/DNS Clusters
- Primary on-call engineer for Amnet infrastructure
- Design and implementation of automatic syncing scripts for Platypus billing system
- Provisioning of ISP services to Corporate Fibre clients
- Troubleshooting and provisioning of ADSL/SHDSL, X25 and Metro Ethernet circuits
- Troubleshooting/Provisioning of Siemens DSLAM equipment
- Administration of Cisco 7200 routers (DSL termination)
- Administration of Cisco Catalyst 6500 switches (core routing infrastructure)
- Configuration of customer BGP sessions and prefix filters
- Assisted migration of Arachnet and People Telecom customers to Amcom infrastructure
- Design and implementation of internal tools and account management software
- Training/Management of Level 2 Help Desk staff
- Assisted in data reconciliation within Platypus billing system

CUSTOMER SUPPORT/JUNIOR SYSTEM ADMINISTRATOR - ARACHNET PTY. LTD - PERTH WESTERN AUSTRALIA - 2005

Joined Arachnet in 2005 in a telephone based customer support role, before being promoted to a systems administration role in 2005. Arachnet was acquired by Amcom Telecommunications in 2005.

Main responsibilities and achievements:

- Telephone support for customers
- Deployment and configuration of Linux based servers
- Configuration and maintenance of Linux (Quagga) and Cisco based routing (BGP, RIP, OSPF)
- Developed a solid understanding of ADSL infrastructure and troubleshooting
- Development of internal and customer tools/interfaces

Education

Eastern Goldfields Senior High School, Kalgoorlie, Western Australia - Completed Year 10 studies

Skills

Personal Skills

- Ability to work unsupervised
- Self-motivated
- Excellent problem solving skills, especially in time critical situations.
- Work effectively alone as well as in a team situation
- Strong communication and time management skills; Able to accurately assess task content required to meet deadlines

Networking Equipment

Extremely Capable in the administration and deployment of Cisco based routers and switches including:

- Configuration of interior routing protocols in a service provider/carrier environment
- Configuration and Administration of Cisco Server Load Balancing (SLB)
- Troubleshooting of ATM and Ethernet based DSL aggregation
- Configuration and troubleshooting of Customer CPE (DSL and Metro Ethernet customers)

Server Equipment

Extremely capable with non commercial UNIX variants - FreeBSD and Linux including:

- Rapid deployment of Debian, Ubuntu and Redhat Linux Servers.
- Familiar with blade based server chassis' and blade servers
- Fluent with package management systems (dpkg/rpm) and various back-porting tools (e.g prevu)
- Mail cluster deployment using qmail and vpopmail
- DNS cluster deployment using djbdns or BIND
- Web cluster deployment using apache2
- Deployment of redundant storage systems (DRBD)
- Linux based load balancing (IPVS)
- Configuration of Heartbeat v1 and v2 (CRM and Pacemaker) clustering software.
- Deployment and Administration of monitoring based on Cacti and Nagios
- Shell, PHP, Ruby and Perl scripting, including automation scripts to tie into various billing platforms

Windows Servers

- Active Directory
- Domain Controllers
- Mass Deployment using Ghost and Image Quest
- Security (File system, users, groups, group policy)
- Automation scripts for user creation from LDAP/Active Directory databases

Programming

- PHP
- MySQL
- Perl
- Ruby and Ruby on Rails
- Shell scripting
- Ability to read and understand documentation

Industry Involvement

EXECUTIVE COMMITTEE MEMBER (WAIX CLASS) - WESTERN AUSTRALIAN INTERNET ASSOCIATION - 2007-2008

Nominated for a seat on the 2007 WAIA Executive Committee and was successfully voted in. Also served on the WAIX sub-committee.

Referrals

Jeff Ulmer

Systems Engineer - iiNet
0416 719 494

Joe Wooller

WAIX Technical Manager - Western Australian Internet Association
0412 005 457

Kelly French

ISP Manager/DSL Technical Coordinator - Amcom Telecommunications
0400 830 624

Peter Revill

Senior Network Engineer - Synergy (formerly Computer Corp.)
0400 208 841