

# Don Lachlan

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<http://www.unpopularminds.org/resume/>

Don is a highly-resilient and moderately scaleable cyborg ninja who can build a bootstrap environment, birth systems with proper configurations, make and deploy builds, monitor for event faults and performance issues, fix those in his sleep and do all of this while emphasizing cost, time and quality (choose two).

## Professional Experience

**Lead Enterprise Automation Engineer**, ING US, Atlanta, GA: September 2011 - August 2014

- Managed HP automation suite, including deployment, maintenance and upgrades.
- Assisted internal teams in designing, building and managing automation of their systems.
- Developed custom automation scripts.

**Linux System Administrator**, The Weather Channel Interactive, Atlanta, GA: Dec. 2006 – Apr. 2010

- 2010 Site Redesign
- Led migration of development teams from CVS to Subversion.
- Converted systems from OpenSuSE to CentOS.
- Managed load testing of International sites using JMeter, including development of new baselines.
- Implemented datacenter build-out, expansion, migration and multiple refreshes.
- Implemented Hobbit system and network monitoring tool, increasing depth and reducing false positives.
- Designed and implemented automated OS installation and custom configuration using AutoYaST.

**UNIX System Administrator**, EarthLink Inc., Atlanta, GA: Dec. 2004 – Dec. 2006

- Lead engineer on Swing shift (evening/2nd), directed and mentored 5 junior and intermediate administrators.
- Monitored and managed 1500+ heterogeneous production systems in highly visible core business services, implementing all planned changes and resolving all service interruptions.
- Oversaw integration and training of personnel acquired through two departmental reorganizations.
- Served as liaison to development and architecture teams, guiding new service roll-outs and improvements to existing services.

**NMS UNIX System Engineer**, EarthLink Inc., Atlanta, GA: Aug. 2002 – Dec. 2004

- Developed and managed Solaris 7/8 and RedHat 7.3 servers for network and service level monitoring.
- Built and maintained open source applications including Apache, MySQL, Sendmail, CVS.
- Developed system administration tools and applications in sh, Perl, PHP.
- Wrote procedural and technical documentation covering services, architecture, performance.
- Responsible for all work requests and trouble tickets from internal and external customers.
- Trained developers and junior system administrators in UNIX application integration and optimization.

**Systems and Network Technician**, EarthLink Inc., Atlanta, GA: Dec. 2000 - Aug. 2002

- Deployed and managed Windows workstations for 1500 users in call center and corporate headquarters.
- Conducted system hardware repair and warranty.
- Implemented and supported "off-the-shelf" and internally developed software packages.
- Performed troubleshooting for server and network related issues.
- Composed procedural and technical documentation.
- Educated customers on operating system and application usage.

**Lead Technical Support Representative**, EarthLink Inc., Atlanta, GA: Oct. 1999 - Dec. 2000

- Resolved customer technical issues via incoming calls, email, chat, and escalations.
- Supervised and trained technical support representatives.
- Coordinated testing and documentation of software, services and networks.

**Production Electrician**, Rector-Roberts Productions: Letters From The Front 1998 Tour

- Organized setup and strike of all electrical equipment at military venues across the U.S.
- Supervised military and civilian teams.
- Maintained and repaired electrical equipment.
- Operated audio/video equipment during performances.

**System Administrator**, Georgia Institute of Technology: Aug. 1997 - May 1999

- Managed UNIX, Linux, Windows, and Mac workstations and servers for student organizations.
- Developed system administration scripts in sh, ksh.

**Facilities Manager/Production Technician**, Georgia Institute of Technology: July 1997 - July 1999

- Coordinated with tour and stage managers to meet production requirements.
- Managed setup and strike of performance companies.
- Operated lighting, sound, and/or audio/video equipment during performances.

**Production Technician**, Various: 1997-2001

- Designed, engineered and managed theatrical and production events (opera, ballet, conventions, television, lectures) in varying venues including the Fox and World Congress Center.
- Held long term contracts for companies including Technical Director for Koality Productions and Production Manager for Stage Door Players.

## Education

1996-1999      Georgia Institute of Technology, College of Computing

## Certifications

2001      Microsoft MCP Windows 2000 Server  
2001      Microsoft MCP Windows 2000 Professional  
2001      CompTia A+  
2001      CompTia Network+

## Other Training

2006      Solaris System Performance Management  
2003      Veritas Foundation Suite