

**Don Lachlan**  
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## **Objective**

Well versed Unix geek with detailed knowledge of Unix shells, boot process, user management, process control, kernel configuration, package management (PKG, RPM, DPKG) and software development is seeking a system administration position which will provide detailed exposure to web and database administration. Expert at self education, planning and problem solving.

## **Computing Skills**

**Unix Operating Systems:** Solaris [Sparc/x86], Linux [x86/Alpha], FreeBSD, NetBSD, Tru64, HP-UX

**Other Operating Systems:** Windows , MacOS

**Scripting/Programming:** shell [sh/ksh/bash/zsh], sed, awk, PHP, Perl, Python, SQL, C, Java, HTML

**Software:** Apache, MySQL, Solstice DiskSuite, Veritas Volume Manager, Veritas File System, Sendmail, CVS, Concord SystemEdge, OpenSSH, Stunnel, ISC DHCP, IPFW (BSD)

## **Work History**

**Unix System Administrator**, EarthLink Inc., Atlanta, GA: Dec. 2004 – Present

- 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 volunteer groups (civilian and military)
- Maintained and repaired electrical equipment.
- Operated audio/video equipment during performances.

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

- Managed Unix, 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/Certifications**

- Veritas Foundation Suite
- Solaris System Performance Management
- ITIL Foundation
- Microsoft MCP Windows 2000 Professional
- Microsoft MCP Windows 2000 Server
- CompTia A+
- CompTia Network+