

# Brandon L. Burns

Houston, Texas Area | Information Technology and Services

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## Summary of Qualifications

*Promote optimal performance, reliability, and security across core business systems*

- Results-driven professional offering a progressive, 15+ year career in information technology.
- Repeated success directing IT projects from inception to execution, strategically allocating resources and delegating tasks to achieve on-time, on-budget delivery.
- Expertly manage technical support operations, diligently troubleshooting issues to identify root causes and prevent recurrence.
- Process improvement champion with a history of implementing new procedures and technologies to strengthen security posture, enhance operational efficiency, and control costs.

## Areas of Expertise

Testing & Troubleshooting | Project Management | System & Network Administration | Vendor Relations | Virtualization  
Documentation | Strategic Planning | Resource Allocation | Effective Communication | Team Leadership | Business Continuity  
Data Backup & Recovery | Datacenter Operations | On-Premise Cloud and Hybrid Cloud Initiatives | VoIP Systems

## Technical Proficiencies

**Platforms** Windows; Linux (Debian, Redhat, Ubuntu, CentOS, Gentoo); VMWare ESX; FreeBSD; MacOS  
**Applications** Grep, strace, lsof, tcpdump, Wireshark, rsync, man, netcat, MS Office, SQL, Salesforce, Git, SVN, Jira, Confluence, Asterisk, nmap, Nagios, MS SQL, Exchange, Qmail, Postfix,  
**Networking** DHCP, DNS, NAT, PAT, TCP/IP, SNMP, WMI, IPSEC, SSL/TLS, SMTP, PXE, LDAP, ADS, MRTG, nmap, IDS, IPS, VLANs, Routing, OSPF, GRE, IGRP, EIGRP, SIP  
**Languages** Bash, Perl, Powershell, PHP, SQL

## Professional Experience

### SoftLayer, an IBM Company

Houston, TX

#### *Advanced Customer Support*

September 2015 – May 2016 (9 months) Houston, Texas Area

- Provided the top tier of customer support for the SoftLayer family of products on the IBM cloud
- IPMI/SSH/RDP access to ~90% of client servers in a global network of over 30 datacenters worldwide with 7,000+ to 40,000+ servers per location
- Managed and configured Cisco switch ports with regards to LACP / EtherChannel / VLAN trunking / port speeds and manual IP change management procedures
- Maintenance of servers for the United States Federal Government, as well as many other countries around the world
- Troubleshot Vyatta firewall issues, CDN and Application Load Balancers as well as DNS based global server load balancers (GSLB)
- Managed and configured Web Application Delivery using Citrix NetScalers for application load balancing
- Point of contact for vendor escalations to Citrix, VMWare, SendGrid, Brocade, Fortinet, and Checkpoint

### cPanel

Houston, TX

#### *\*NIX Technical Analyst*

December 2014 – March 2015 (4 months) Houston, Texas Area

- Unix/Linux/BSD support of the cPanel product line (cPanel, WHM, WHMCS)
- Diagnosed, troubleshot and resolved issues with surrounding cPanel and WHM products with regarding: accounts, backups, branding, DNS, email, FTP, security, SQL, third-party plugins, web services, webmail, as well as general systems administration
- Performed account migrations (cPanel to cPanel account migrations)
- Wrote scripts to automate repetitive administration task using bash and perl
- Updated internal documentation for new product version and wrote custom documentation for clients as needed
- Point of contact for clients through in-house ticketing system

## **Alert Logic**

Houston, TX

### *Systems Security Analyst*

August 2014 – October 2014 (3 months) Houston, Texas Area

- Audit of system logs and alerts to meet security and compliance standards (PCI DSS, HIPAA, GLBA, corbit, etc.)
- Detect attacks of network systems using syslog data from firewalls, switches, routers, printers, servers, etc.
- Created reports to aid administrators in determining how to reduce network chatter

## **Austin Exploration, Inc.**

Houston, TX

### *Operations / Technical Assistant*

April 2012 – November 2013 (1 year 8 months) Houston, Texas Area

- Supported lead geophysicist in daily operations
- Calibrated and tested gravity meters and magnetometers
- Completely overhauled IT infrastructure using latest technologies (Dell, Apple, VMWare and Cisco products only)
- Migrated existing phone systems to a global Cisco VoIP using Cisco UCS and ASAs devices
- Managed all aspects of the IT hybrid-cloud infrastructure and telephony systems for all global locations
- Standardized and automated deployment practices for data acquisition hardware and software for new projects

## **CGGVeritas**

Houston, TX

### *Marine IT Support Specialist (Contract)*

October 2012 – February 2013 (5 months) Houston, Texas Area

- Installed and configured ESX Servers, Virtual Servers, VCenter, Vmotion
- Migrations to fully virtualized environment (approximately 1/2 of the fleet)
- Standardized OSs for servers and workstations for seismic vessels (Windows, Ubuntu, CentOS, RedHat, and CGG Linux)
- Installing and Configuring Firewalls (SonicWall, Checkpoint, Cisco)

## **ScoNet International**

Houston, TX

### *IT Consultant*

December 2009 – July 2011 (1 year 8 months) Houston, Texas Area

- Managed over 60 clients all with custom Active Directories, Group Policies, etc.
- VMware (Installing, Configuring, Manage ESX Servers, Virtual Servers, VCenter, Vmotion)
- Managed/ planned/ executed cloud initiatives and deployments (On-site and Level3 mainly)
- Installed and configured firewalls (SonicWall, Checkpoint, Cisco)
- Network planning and design, creating a complete solution for the clients (Security and Network)
- Performed server migrations from physical machines to VMs in ESX (P2V).
- Planned and executed MS Exchange migrations.
- Managed telephone systems from Avaya, Nortel, and Toshiba.

## **Eleven2**

Spring, TX

### *CTO / Chief Technology Officer*

July 2009 – October 2009 (4 months) Houston, Texas Area

- Managed operation and planning of all IT initiatives.
- Setup distributed Nagios network monitoring system performing over 200k checks every 5 minutes
- Wrote custom SNMP scripts using Bash and Perl to monitor mail queues, disk & CPU usage, network traffic, databases, etc.
- Managed over 800 servers not including virtual machines using around 35,000 IP addresses
- Scripted database backups that run daily backups on around 100k client MySQL databases
- Wrote software to manage provisioning and monitoring of virtual machines for Citrix Xen Server, KVM, and VMWare ESX
- Integrated the WHCMS web hosting and billing automation platform with Kayako help software
- Handled Level 3 and above support tickets as needed

## **Idera / BBS Technologies**

Houston, TX

### *Network Administrator*

December 2007 – January 2009 (1 year 2 months) Houston, Texas Area

- Configured and installed Dell/Cisco/Foundry routers/switches/load balancers for new locations and production
- Performed maintenance on hybrid Nortel/Hosted Asterisk VoIP and PBX phone system
- Managed Windows & Linux servers for production, development and QA as well as Virtual Center and ESX servers
- Monitored datacenter and cloud deployments

## **R1Soft**

Houston, TX

### *Network Administrator / Development Operations*

July 2006 – January 2009 (2 years 7 months) Houston, Texas Area

- Began working during research/developmental stage of R1Soft's Continuous Data Protection (CDP) software.
- Created a multi-architecture Linux kernel module cross-compiler used to compile R1Soft's proprietary kernel modules for use on every available Linux kernel version for every major Linux distribution for the Custom Kernel Installer (CKI) product
- Built and maintained and automated updates of a publicly available Linux repository mirror server, mirroring all major Linux distributions as well as various Linux related projects as well (eg. CPAN, GNU, Apache.org, Kernel.org, etc.)
- Created custom Linux based boot CDs and PXE environments for use with R1Soft's bare metal disaster recovery product that support ~95% of all network and array controllers with dynamic hardware detection and automatic kernel module loading
- Maintained/created base images of every major operating system and every version of each
- Wrote automated testing platform for testing new product release against all supported operating systems and kernel versions using VMWare, bash, perl, powershell, and supported Windows and Linux distributions and kernel versions
- Wrote licensing and activation server software in Java that monitors licenses for all CDP server licenses for over 250k servers worldwide

## **Education**

*Houston Community College*

Houston, TX

1998 – 2000

*North Harris College*

Houston, TX

2002 – 2003

*Blinn College*

Bryan, TX

2003 – 2005

## **Certifications**

*TWIC*

TSA

November 2012 – November 2017

*BOSIET*

OPITO

January 2013 – December 2016