

Summary

- *An enthusiastic problem-solver with exceptional communications and inter-personal skills*
- *Deep experience in supporting development environments, system admin and open source projects*
- *Expert level knowledge of network management and monitoring products and technologies*

Experience

Principal Consulting Engineer

June 2008 – Present **PC Source**, Oakland CA

- Led strategic IT network, systems and application development projects for clients
- Re-instrumented management tools including CiscoWorks, Cisco ACS and MRTG for semiconductor manufacturer client
- Customized monitoring solutions to meet technical requirements, including Nagios, Splunk, OpenNMS, Cacti & MRTG
- Analyzed needs and implemented monitoring solutions for publishers, e-commerce, enterprise and service provider clients

Solutions Engineer

December 2007 – June 2008 **RealOps (now BMC Software)**, Herndon VA

- Performed technical account management activities in Western region for IT process automation software company
- Designed proofs of concept to automate business workflows around infrastructure provisioning & trouble ticketing
- Designed solutions to automate repetitive IT tasks on RealOps' Automation Management Platform

Senior Systems Engineer / Director of Professional Services

June 2005 – November 2007 **CITTIO (now NimSoft)**, San Francisco CA

- Directed product implementations for system and network management software company
- Trained external customers as well as internal support, QA, marketing and account groups on product functionality
- Built SNMP-accessed performance graphs for Netscreen, Nortel, Avici, Foundry, F5 BigIP and NetSentry & APC PDUs
- Assisted in building SNMP agents for Solaris (x86), FreeBSD, Fedora Core, HP-UX and LSI RAID controllers
- Developed Perl and bash scripts for rapid deployment, data collection, analysis and customized reporting

Senior Systems Engineer

December 2004 – June 2005 **Radiance Technologies (now Comcast Cable)**, Los Altos CA

- Provided pre and post-sales support for start-up content delivery software company
- Managed relationships with major enterprise and government accounts, designed lab networks to mimic customer environments
- Supported distributed content delivery application on Tomcat, SOAP, SSL to Oracle, MS SQL and MySQL databases
- Produced multi-platform installation and admin guides for Solaris, Linux, AIX and Windows with MS SQL and Oracle

Principal Consulting Engineer

October 2001 – December 2004 **PC Source**, Oakland CA

- Implemented IT projects for diverse client base in legal, communications software, professional services and retail industries
- Implemented service monitoring for web, mail and DNS services using Mercury (HP) SiteScope
- Managed frame relay, T-1 and VPN links

Pre-Sales Engineer / Senior Consulting Engineer

March 1999 – October 2001 **Visual Networks (now Fluke Networks)**, Rockville MD

- Performed pre and post-sales activities for service management software company
- Made technical presentations, responded to RFPs, authored feature requests
- Led POCs for service provider and enterprise accounts
- Technical liaison for development of Visual's frame relay and T-1 monitoring agents on Cisco routers

Network Manager

March 1998 – March 1999 **Medical Selfcare (now Gaiam)**, Emeryville CA

- Administered information systems for healthcare catalog and e-commerce company
- Managed desktop technician, data analyst and external consultants and developers
- Stabilized server and network infrastructure, rebuilt MS Exchange, SQL, IIS and completed server room build-out

Network Administrator / Project Manager

August 1995 – March 1998 (now **Novartis**), Emeryville CA

- Technical team lead for support of Banyan Vines and Windows NT server networks for multinational biotechnology firm
- Managed problematic enterprise scheduling and calendaring application and aided in migration to new package
- Designed methodology for migration of Vines to Windows NT servers
- Provided systems and network technical support to remote office administrators

NMS CiscoWorks, MARS, SiteScope, Nagios, MRTG, Cacti, Cricket, Netflow, NetDisco, Splunk
Systems Windows, RHEL, Solaris, FreeBSD, AIX, Mac OS X, Fedora, CentOS, Debian, Ubuntu, VMware

Tools Netmon, Sniffer, iptables, nmap, x-probe, tcpdump, snare, snort

Development Perl, shell scripting, SQL, C, VB, Basic, Pascal, PL/I, CVS, Eclipse, Git, SVN, JIRA, Bugzilla

Education and Certifications

Computer Science, Allegheny College, Meadville PA

- ITIL Foundation version 3, 2008
- Microsoft Certified Systems Engineer (MCSE), 1999
- Cisco Certified Network Associate (CCNA), 2000
- Certified SonicWall Security Administrator (CSSA), 2002
- Visual Networks Trinity, IP InSight & UpTime, 2001
- Global Knowledge Project Management, 2000
- Concord SystemEDGE, 2000
- Semans Certified Cat-5 Cable Installer, 1997

Work Samples at

<http://majidy.info>