Resume of Tim Greer

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Objective:

To obtain a challenging and fulfilling position in the field of web hosting by performing system administration, software development/programming, support, security, and/or other tasks in these or similar fields, individually or combined, where my years of experience will add value to operations while providing an opportunity to grow and advance along with the company.

I desire to work with a company that understands and implements policies and methods that ensure superior customer service and attention to details relating to configurations, security, efficiency and uptime, as well as have the desire to provide high quality web hosting with care, concern and attention for server and client related issues and support.

Working in the web hosting, systems administration, programming, security and support industry regarding all aspects of web hosting for over 20 years. Acted as programming project team leader, head/lead/Sr. admin, head support lead, management, CTO, etc. This has provided me with the experience needed to design and run a web hosting company and create the infrastructure in various aspects, with a solid idea of goals and milestones, although I'm just as happy offering support.

Specialties: Server architecture, programming, security, support and customer service, web hosting, Internet technology, management, lead roles.

Skills, Experience & Contributions:
- o System / Network Administration (UNIX & Unix variants – Linux/FreeBSD, etc.)
- o All common Unix/Linux system software, tools, programs, editors, process reporting and auditing tools and commands, and far too much more to list. (I've used Linux and Apache since their inception).
- o Diagnose and assist customers with network and server performance issues.
- o Set-up, configure and maintain server software; Web server, FTP server, mail server, DNS server, etc.
- o Implement a means to provide the most bug free, secure and stable system performance and environment.
- o Develop and implement a variety of software and configurations in a server environment for best performance and compatibility.
- o Build and maintain servers using a variety web server software, such as Apache and various components.
- o Design and maintain servers for successful Internet Service Providers and Web Hosts/Internet Presence Providers.

- o Domain Name Server using BIND (named)/djbdns (TinyDNS)/DNS.
- o Mail servers using Sendmail, Qmail, Exim, Procmail and implementing various mail filters for SMTP, IMAP/POP3 mail.
- o Database design, implementation using MySQL, PostgreSQL.
- o Implementation and design of various software, including secure server interface using SSL, PGP, tunneling, jailing/chrooting, VM, partitioning. etc.
- o Experience with securing web servers with specific tasks as well as multi-user servers for a shared web hosting environment, reseller services, semi-dedicated, VPS/VDS, and dedicated servers.
- o Knowledge of various programming languages and interfaces; CGI (API), Perl, shell scripting (bash, ksh, csh), PHP, limited Python, Ruby, C/C++, MySQL, as well as HTML coding and layout for software interfaces.
- o Familiar with software modules used with Perl, CGI, PHP, Ruby/gems, Apache, Apache modules, etc.
- o Familiar with many popular control panels, such as Cpanel/WHM, etc.
- o Created Cpanel addon modules, features, replaced existing features in Cpanel with customized interfaces and functions to tie into customized cluster solutions for in-house built client and admin interfaces to work over a server farm and offer a centralized control interface.
- o Created customized client and server applications and services to work over the Internet and network.
- o Created DNS clustering solutions with and without existing control panels over server farm.
- o Extensive knowledge and experience with Perl, CGI, PHP (mod_php (API), phpsuexec, suPHP), Ruby, Python, Apache, ProFTPD, pureftpd, NcFTPD, WU-FTP, Linux, FreeBSD, telnet, SSH, SSI, SSL, DNS (BIND/djbdns (TinyDNS), etc.), cPanel & WHM and its APIs, security, auditing and monitoring tools, firewalls, security implementations and a large variety of standard as well as third party software and scripts, tracking and dealing with abuse and AUP/TOS violation issues, and much more.
- o Extensive experience working with regular expressions in languages, scripts, as well as complex Rewrite rules for Apache and .htaccess.
- o Building/installing/compiling kernels, with and without additional security modules, from source or RPM, with and without LKM support, troubleshooting, modifying kernel source, and creating a stripped down, more secure and efficient kernel build by selecting only relevant options on builds.
- o Design, build and maintain scripts and programs in various languages and interfaces to perform a great variety of tasks for numerous reasons; Support systems, Conference, control panels, communication and discussion programs, various scripts, administration tasks and interfaces, system and security monitoring, filtering, wrappers, etc.
- o Implementation of firewalls, TCP wrappers, IPchains/IPtables, CSF/LFD/BFD, system and log monitoring, enforcing policies and rules for system, user and data protection and integrity, etc.

Training / Client Support:
- o Acted as lead support, legal contact, abuse admin, sys admin and CTO/COO for various companies, which I coordinated and wrote policies and tools.
- o Extensive sales and support for client calls, email, live chat, and admin/support/sales tickets.
- o Design and teach Introduction to UNIX, and Unix System Administration courses.
- o Offered courses for scripting and programming languages and various tasks with Perl & C, as well as Unix standards.
- o Trained new hires to provide 1st, 2nd & 3rd Tier Unix support on various web servers, support and administration tasks.
- o Provided a full range of diagnostic support services for a variety of services and software.
- o Provided all technical support to end-user and business clientele.
- o Established standard methods of testing new products and software for quality assurance, as well as code and product review and modification, benchmarking and efficiency.

o Provided support for user issues, such as; FTP, Telnet/SSH, POP/SMTP/IMAP email, CGI, Perl, PHP, SSI, databases, system, client-system, accounts, and other such assistance encompassing full range of server, software, hardware, configuration, issues and client and server programs, scripts, etc.

Technical Writing:
o Technical Lead for assessment and design for Internet Service & Web Host Providers' setup & configuration, including a complete 'cookbook' configuration, instructions and FAQ's.
o I've performed technical reviews for programming and sys admin books for companies such as O'Reilly & Assoc. Addison-Wesley and other publishers.
o Wrote and enhanced all product documentation.
o Written thousands of tutorials, FAQ and knowledgebase articles.
o Wrote product documentation. For various software, scripts and tools.
o Wrote documentation and FAQ's on a large variety of products and support issues, methods, theories.
o Implemented numerous policies on many technical aspects of support, sales and server administration, security and maintenance.

Management / Project Management:
o Ensured delivery of consulting services, on schedule and to customer's satisfaction.
o Ensured all time, expenses and services were reported to Sales Delivery team accurately and in timely fashion.
o Identification and reporting of potential sales opportunities with client business unit.
o Correlated technical feedback from users as well as developers to product management and development departments team members.
o Systems analysis, office processes and procedure review & recommendations, using industry best practices and methodologies.
o Responsible for all implementation of service delivery tools, processes, procedures, methodologies, knowledge capture and overall quality assurance.
o Project management to deliver services on schedule, within budget and to customers satisfaction.

Sales / Marketing:
o Extensive pre-sales client calls, email, chat, and support/sales tickets.
o Development of IT consulting Business Case Proposals and Statements of Work (Sales Proposals).
o Actively working with many E-Commerce and various web hosts and providers to have Security Practices within their company, offering consultation and prepackaged policies to contribute to the standards for Sales Proposals, hosting plans and general web hosting aspects.
o Built complete business plan and obtained venture capital for new business startup.
o Sales and support; both pre-sales and post-sales to increase add-on business and obtain referrals of new opportunities which resulted in near 100% account retention.

Work History/Experience
 (Most recent 16+ years below. Additional history provided upon request):

Current employer (please inquire): January 2013 – current.
Working as a full time contractor for over 3.5 years currently with the same company. Acting roles as Sr. Systems Administrator, lead project developer for various projects (some still being actively developed), lead support, Sr. security and tech coordinator.

Details range from setting up new servers and software, virtualization, network configuration, security and bare bones systems, to full LAMP stack systems and cPanel based web hosting servers, email servers, monitoring and reporting systems, email and DNS clusters, innovative spam detection and archiving methods, server farm and custom cluster and cloud setups, to creating and working with SaaS and user, staff and company interfaces, to common coding and troubleshooting issues staff and clients face.

Creating custom server, system automated services, custom cPanel/WHM plugins and API functions/modules, creating backup and restore points and methods, custom client and servers for cross-network and cross-Internet secure communications for centralized services. Essentially from initial server installs to creating a full suite of scripts, applications, programs that utilize licensed, pay or free services to encompass a large array of functions and dynamic interfaces.

Various projects/contracts/ventures: November 2011 - January 2013.
Did several contract positions for various companies as a systems administrator, developer/programmer, support lead, etc., one after the other, with shorter term contracts (such as 3-6 months each). Far too many details to list.

Sub 6 Ltd./Clook. (sub6.com/clook.net) – June 2009 - November 2011.
Contact: (Sr. sys admin) cgm@sub6.com
Acted as Sr. systems administrator, Level 3 support (also covered L1 & L2, abuse and internal/project tickets/tasks). Developed process monitoring and statistics tools, load/process checks and response scripts, DNS clustering system to work with primary and secondary DNS servers to sync DNS zones, from shared, reseller, VPS, dedicated and company servers w/ a GUI to interface, and client/server services to communicate through the back end. Several projects such as this were performed, which are too complex to attempt to outline here. Too many projects/scripts/solutions to try and list, but everything from simple shell scripts, to complex clustering/syncing solutions with all security aspects covered and all considerations for features and functionality. This includes general updates, installs, install/server setup scripts, custom iptable firewall rules and updates/syncs, conversion scripts for mod_php to suPHP and all the details and aspects needed for this, and far too many other tasks to try and list.

BurlyHost.com, Inc. November 2008 - March 2009.
Founder/CEO. Unfortunately, investments fell through and the company was dissolved after only a few short months. BurlyHost.com was intended to be a cutting edge, secure, stable web host that still remained user-friendly. We developed in-house solutions, with all staff, including the myself (CEO/COO/CTO), having decades of combined experience in this field to share the vision with. Shared hosting, reseller hosting, VPS hosting, semi-dedicated server and dedicated server hosting. In-house development for custom control panels and features for our client base, in addition to owning and developing the LiveGUI brand and services.

Other projects/contracts/ventures: November 2007 - June 2008.
Mainly took time off and developed areas that interested me most. Worked on various projects for both personal and professional on short-term contracts. Taught martial arts & sef defense locally full time (Williams Martial Arts Center, now defunct).

HostGator.com, LLC. (HostGator.com) – August 2005 – November 2007.
Contact: David Collins (CTO) davec@hostgator.com
For over two years, I had primarily acted as a Level 3 server administrator, developed scripts and software, backup

and data management solutions and interfaces, L1, 2 and 3 tech support, abuse team member, etc. Tasks involved over 2,000 shared, reseller, semi-dedicated and dedicated servers. The details and specifics and projects and overall tasks are too varied and great to go into detail here. This is only a very short summary, it would be worth while to ask for more detail. Please inquire further if you are interested.

Site5 Internet Solutions, Inc. (Site5.com) – April 2002 – May 2005.
Contact: Matt Lightner (Owner/CEO) As of Dec. 2011 Mr. Lightner is deceased.
For over three years, I had acted as Sr. Administrator, handling issues from front-line tech support to complex/involved level 3 issues. While with Site5.com, we retained a stellar reputation in the web hosting industry, with promised 15 minute (or less) support ticket response times, were in constant development of new features and services and were seen as one of the industry's cutting edge web hosting providers. Here, I performed everything from support to high level administration tasks, to being involved in development of

customized and new control panel features we developed in-house. This included our own brand of control panel front end with greater control and security.

One of several projects that comes to mind, is a clustered DNS system across the server farm, where all additions, deletions and modifications to any zone files were parsed through a client end module, checked for safe and correct syntax, passed over the network to a master (primary) DNS server, where it was further checked and parsed. From there, once verified, it would update the secondary (slave) DNS server with the new zone's content. This prevented DNS poisoning on the local system and network, where it was an issue before later Cpanel developments to help prevent it. This also kept a vital service running on systems soley dedicated to the task of domain resolution for on and off network queries, and prevented a server crash from showing a DNS request as the site being non existent. Too in-depth to outline here, but this project was still used as of Jan. 2013.

We had developed many such services and programs, too many to list here. My responsibilities also extended to support via the ticket system, forums, email, etc., as well as provisioning and coordinating new servers, IP management, server migrations and upgrades. Overall, much of the daily tasks were general systems administration, updates, upgrades, rolling out our own custom kernels, troubleshooting issues, performing security functions, audits (I wrote a script to perform audits to check our billing database against all user accounts and plans, on each server, to report any invalid accounts, non owned databases, mailing lists, crons, old data, etc.) It's fair to say that my tasks and responsibilities at Site5.com were greatly varied and covered a lot of ground, pretty much anything a web host could need one or more people to perform. The details and specifics and projects and overall tasks are too varied and great to go into detail here. Please inquire further if you are interested.

Jaguar Technologies, LLC. (JaguarPC.com) – March 2000 – March 2002

Over my time at JaguarPC.com, I had acted as a lead systems administrator, working closely with the owner, Greg Landis, where this involved support queues of all levels, administrative duties, custom scripts for admin tasks, coordination of many tasks, as well as several aspects of development. The details and specifics and projects and overall tasks are too varied and great to go into detail here. Please inquire further if you are interested.

Prior Hosting/Internet/ISP companies I've worked for prior to the above list are available upon request, going back to 1994.

References (I can provide dozens more, if needed):

Timothy S. Waibel
PA state trooper and law enforcement computer forensics.
1370 Parkway Road
Pittsburgh, PA 15237
H: 412-348-8125 C: 412-417-0184

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Robert Rice
Optiquest Internet Services
780 Westridge Rd 77386
281-364-0539

Urban Weigl
Avara.net Ltd, Managing Director
uw@avara.net
+353 87 2435747

Matt Johnson
mjohnson82@bellsouth.net
(954) 410-0456

Non technical references (I can provide many dozens if needed):

Curt Micthell
Musician/Created 90+ DVD/VHS lesson series ("In the Style Of" and "Learn to Burn")
with over 1 million dvd's sold.
curt@curt-micthell.com

Stephen T. Maloney
Maloney Wealth Management
Owner/Branch Manager
(530) 244-0225 / (800) 545-5020

Other (available upon request):
  – Additional list of references in the industry and previous employers and freelance client's
    recommendations.
  – Previous and current employment, contract and project history.
  – More detailed outline of abilities and experience also available upon request.

Salary Requirements:
  – Salary requirements would vary depending upon the tasks I'd be performing --
    e.g.; support is not as complex as setting up, configuring and securing servers or doing large
    programming projects, etc. -- which I am able to do as well, of course.

Additional summary:

I can fit well into many positions and have been either contracting for/or working in the web hosting, server admin, support and programming areas of the online industry for 18 years now. I can handle everything from customer service and phone, live chat, Skype, IM, helpdesk and email support, to higher levels (1-3) of support or admin tasks and projects.

I have played various roles in my work history, such as as Sr. administrator, COO, CTO, lead developer/programmer and project team leader, to HR & PR positions, support team lead, abuse team lead, legal contact and management positions, to just about any aspect of this industry. I work very well unsupervised or in a team, or as a team leader.

Primarily, my experience is with Linux operating systems, being Linux CentOS, Redhat Enterprise (RHEL), Fedora and Ubuntu, and the like. As many companies use Cpanel/WHM, I am very comfortable in control panel environments that have no control panels and have created low level modules for cPanel/WHM using the root level wrapper code to more higher end work utilizing the cPanel/WHM APIs.

I've performed everything from initial configurations and setups with servers, to more involved performance enhancing modifications, to security, to server auditing on a server performance level, user level or security level. Tracking abuse issues, spam, malicious users and files, to creating monitoring scripts and enforcing resource limits, logging and acting upon various issues that arise. This also entails coordination with data centers for hardware issues, OS installs, and so on, from the initial desired partition scheme to full chassis swaps or server mirroring in case of hardware failures.

I have created custom solutions for fellow staff members and companies, to creating new features and custom modifications for client side aspects. Everything from admin scripts, to automated tasks and custom client and server applications to work across a server farm/cluster, to creating and implementing customized Cpanel modules for the Cpanel front end interface (offering a more feature rich and secure and stable environment over default Cpanel features in some cases).

I have created everything from custom DNS clusters that were complex in the featured goals, to creating different types of backup and restore solutions (and interfaces for those) for several of the company's I've worked for. I am able to offer the ability to create new, exciting and interesting features to add to or replace existing functions in many types of interfaces, using various protocols as needed. I am also able to create solutions, rather than be limited by what existing work-arounds and software may or may not exist, as to satisfy a company's needs.

   o I have been working exclusively in web hosting, providing administration, installation, configuration, security, programming, support, and a variety of web hosting tasks since 1992 on a variety of Unix variants, such as Linux Slackware, Linux RedHat, CentOS, Fedora, FreeBSD, (some Solaris and many, many more).

   o I am qualified for almost any position in regards to web hosting and any tasks surrounding the business and can fit into one or more job positions.

   o I have a passion for this field! I am available 14 hours a day, most days, 5-7 days a week/weekends.

   o I am easy to get along with and work well on my own without supervision, or in a team environment with a contributing attitude. I have also been a team leader for support departments, as well as a team leader for programming projects and heading up security and design consulting.

o Other than installing, configuring, creating scripts to perform functions, tasks and interfaces, programming, running dedicated and shared web hosting servers, I have also performed support to a variety of people and companies for a great number of tasks and issues, and did so via varied mediums.

o I have the skills and knowledge to setup and run many aspeects of a server/web hosting service, but I also work well in a team environment and am willing to adapt, implement or learn new policies, methods or protocols. There is always more to learn!

o I am always reading up on a new language, tool, security issue, or something related. I try and learn or keep updated on everything I can about any topic relating to security, programming, tricks, tips, or whatever--little things that don't matter or occur to most people. Anything that can provide better service, uptime, security, original services or that may impact the operations of the servers or business. My brain is always clocked in.

o I create solutions. While some people are waiting for solutions to be developed by others, I can create them. Be it making an administrative task easier or less error prone, or implementing a system that previously didn't exist.