

# Richard A. Wermske

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## Systems Administrator

Senior IT Specialist with more than 10 years of experience in IT operations. Specializing in the full lifecycle and 24/7 administration of essential systems (appraisal, development, deployment, maintenance, and recovery). Efficient and effective service delivery that most satisfies the needs of the customer/client is my top priority.

- ◆ **Unix/Linux Engineer:** Multi-flavor mastery; proficient system efficiency, optimization, hardening, and architecture.
  - ◆ **Change and Release Management:** Harmonize delivery with business objectives; identify and mitigate risks.
  - ◆ **Capacity and Service Level Planning:** Can serve as technical / functional bridge for front-line staff and leadership; leverage active listening to understand and capture stakeholder requirements.
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## EXPERIENCE

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SEMI RETIRED • 2011 TO PRESENT

### Private Consulting / Entrepreneur

Owner operator of BarelyZen, PBC, a Texas public benefit corporation servicing special needs clients. I deliver business and technical consultation; produce and deliver content; provide instruction; and make the world a better place.

- ◆ Manage code refactoring to address platform changes (e.g. from SCO, Solaris, IRIX, AIX to Linux/Windows).
- ◆ Developed 3D vector-based special navigation system utilizing collision detection and physics.
- ◆ Designed text-based user interfaces for interactive development environments.

LYONDELLBASELL, HOUSTON, TX • 2010 - 2011

### Infrastructure Operations Consultant

Delivered service level management (ITIL) framework improvements, 24/7 maintenance for server systems and storage, systems documentation and configuration management, and quality management. Implemented new process and behaviors for business contingency and disaster recovery. Identified and delivered cost saving opportunities.

- ◆ Designed and drove a campaign to reduce incidents and incident aging while improving service satisfaction.
  - Reduced total incidents in the system by 50% with proactive administration practice.
  - Resolved all incidents aged over 30 days by removing non-technical barriers to resolution.
- ◆ Developed staffing analysis, work allocation, and time reporting to track, trend, and forecast resource requirements.
- ◆ Facilitated Three-Year Roadmap for Infrastructure and Applications

MERRILLLYNCH|BANK OF AMERICA, HOUSTON, TX • 2009

### Systems Administrator – Linux|Unix Platform Technologies

Deploy, maintain, and recover essential systems in a highly available 24/7 environment. Supported commodity traders and operations from the trade floor desktop to the data center server rooms.

- ◆ Responsible for LINUX resources including workstations, servers, (including 1024-cpu weather cluster).
- ◆ Deployed and supported heritage Solaris UNIX (including jumpstart servers, patches, and physical maintenance).
- ◆ Provided secondary support for SAN resources and primary support for Linux-SAN integration.
- ◆ Managed the backup systems and backup rotation.
- ◆ Member of Business Contingency Response Team – DR hot-site included full redundancy of essential LINUX resources, HPC cluster service, and SAN mirroring.
- ◆ Systems administrator on point to work with the Oracle team to facilitate and coordinate deployment, upgrade and maintenance of Oracle systems and clusters.
- ◆ Introduced SharePoint and supporting tools as an alternative to ad-hoc tools. Benefits projected to save hundreds of man hours per month in duplicated efforts and inefficient workflows.
- ◆ Nurtured documentation initiatives to level-set team knowledge and eliminate high risk, resource silos.

LYONDELLBASELL, HOUSTON, TX • 2008

**Infrastructure Operations Consultant**

Primary liaison between Technical Staff and Architecture. Responsible for leading consulting services and developing business cases. Identify and validate scope requirement and definitions. Focused on division assets related to integration, merger/acquisition, and divestures.

- ◆ Quickly built new organizational relationships across heritage (highly territorial) boundaries to expedite administration.
- ◆ Trained staff in presentation methods and cross-functional communication techniques.
- ◆ Developed total cost of ownership and return on investment models and templates for project casting.
- ◆ Saved \$500,000 by enhancing the TCO/ROI outlook and enhancing transparency into the portfolio.

BP, HOUSTON, TX • 2002 - 2008

**Linux/Unix Engineer, Enterprise Architect**

Hands-on 24/7 systems administration and technical leader. Responsible for systems administration and coordination efforts between service line management, emerging technology, and customer needs. Serve as technical adviser between the top streams of business and operations providing coordinated roadmaps for change and global strategies.

- ◆ Deployed Linux Cluster and NAS/SAN Solutions to 15 international sites.
- ◆ Implemented VMWare Solutions that reduced costs by \$2,800 per end-user.
- ◆ Developed Linux Standards to enhance globalized command and control targeting configuration management, procurement, compliance, and reporting.
- ◆ Introduced Agile Development Methods that included Extreme and SCRUM methods into activities where critical path/spend leakage was a risk.
- ◆ Liaison for High Performance Computing (HPC) and Data Management (Oracle, Sybase, MySQL).
- ◆ Technical Unix/Linux Lead for global application deployment.
- ◆ Designed contingency development and offsite collaborative code archive.
- ◆ Fostered ITIL based Software Control and Management Process (SCMP) to enhance portfolio transparency.
- ◆ Created roadmap to optimize roles, tools, and processes.
- ◆ Introduced metrics and reporting to enhance decision making, forecasting, and load balancing.
- ◆ Pioneered Identity Management Solutions integrating 22 disparate, international support cultures that included role-based access and optimizations for outsource providers, customers, and internal clients.

DUKE ENERGY, HOUSTON, TX • 2001 - 2002

**Lead Systems Consultant**

Served as lead UNIX systems engineer and technical coordinator for 9 systems administrators, analysts, and architects.

- ◆ Developed the field trial of Linux systems and demonstrated open source proof-of-concepts.
- ◆ Migrated accounting systems from Tru64 to Solaris used for distribution, revenue management, and trading.
- ◆ Managed the database engine upgrade and supported key processes for energy trading.
- ◆ Performed security profiling, penetration analysis, identified gaps and delivered a remediation strategy.
- ◆ Designed disaster recovery and business contingency plans.
- ◆ Prototyped LDAP and Kerberos solutions for Windows and UNIX interoperability.

UT HEALTH SCIENCE CENTER, HOUSTON, TX • 2000 - 2001

**Systems Administrator**

Implemented security remediation and cluster integrity solutions arising from previous assessments and system compromises. Hardened Solaris 2.7 server that was required to be outside the firewall. Upgraded OSF/Tru64 servers to C2 level security.

- ◆ Delivered Payroll and HR process upgrades from IBM S390 to RS6000's (AIX).
- ◆ Designed and implemented the training program to migrate mainframe centric staff to UNIX.
- ◆ Developed and tested backup and disaster recovery plans for Human Resources and Payroll systems.

SPRINT, HOUSTON, TX • 1999 - 2000

**Systems Administrator / Management Consultant**

Road Warrior – Established best practice solutions for daily operations.

- ◆ Implemented an enterprise NIS/DNS strategy to stabilize system management in support of multiple mergers and acquisitions.
- ◆ Technical Lead for UNIX Penetration Testing Team.

CONTINENTAL AIRLINES, HOUSTON, TX • 1995 - 1999

**UNIX / Network Systems Engineer**

Managed the distributed systems support for Crew Resources, System Operations, Dispatch and Maintenance divisions. Directed the Systems Operations Control Center response team. Systems under management included servers locally and in remote locations including Newark, Cleveland, and Guam. Primary triage and point of contact for all night shift system disaster recovery, user support, and WAN escalation decisions. Oversaw Tier 3 support for 2,500 mission critical (HA) systems.

Details of additional prior positions are available on request.

Veteran of the United States Air Force.

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## SKILLS & TECHNOLOGY

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**OPERATING SYSTEMS**

- **LINUX:** RedHat/ Centos, SuSE, Ubuntu, Raspbian, Slackware, Knoppix, TAMU
- **UNIX:** Solaris, HPUX, AIX, BSD, IRIX, AT&T
- **Microsoft Desktop:** From Windows 3.0 (1990) thru Windows 10 (present)
- **Cross-platform:** VMWare, VNC, Hummingbird, Chameleon, CrossOver Office
- **Clustering:** ROCKS, Sun Grid Engine (SGE), Load Sharing Facility (LSF)
- **Provisioning:** Kickstart, Autostart, Faststart, YaST, System Imager, DHCP/PXE
- **Monitoring:** Nagios, Ganglia, What's Up, MRTG

**SECURITY**

nMap, SSH, Social Engineering, Cain/Able, Nessus, Legion, Sophos, Inflex / AmaVis, Firewalking, IDS, PSAD, DenyHosts, Packet Resequencing, SNMP and DNS profiling, Buffer Overflow, Racing Conditions, Escalation of Privilege, Rules of Engagement, TCP Wrappers, MAC / Packet Filtering, Forensics, SUDO, SE Linux, Unix/Linux Hardening, Apache Hardening, Sendmail Hardening, MySQL Hardening, Remote Logging

**LANGUAGES**

- C/C++, Korn/C/Borne/Bash Shell, Perl, Make, FLEX, LPC, Cobol/CICS

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## EDUCATION & CERTIFICATIONS

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**Paralegal Certificate**, Center for Advanced Legal Studies • (est Aug 2013)

**Bachelor of Business Administration**, University of Houston • 2006

- ◆ Management Information Systems • International Business Management

**CISM** (Provisional – June 2013)

**ITIL v3** • Certified ID# SR6610152

**ISO 27002 Foundation** - Information Security Management • Certified ID# SR6610152

**ISO 20000 Foundation** - IT Service Management • Certified ID# SR6610152

**Red Hat Certified Engineer (RHCE)** • Certification #809003373209378

**Linux+** • Candidate ID# SR1638114