

Elvio Pratico

RESUME

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Education

- | | |
|-------------|--|
| 1997 - 1999 | Concordia University
Montreal, Quebec

Masters of Business Administration (MBA) |
| 1992 - 1995 | Concordia University
Montreal, Quebec

Bachelor of Computer Science |
| 1989 - 1991 | Dawson College
Westmount, Quebec

DEC. Pure And Applied Science |

Work-related Training

- Solaris 2.x System Administration
- Solaris 2.x Network Administration
- IRIX 6.x System Administration
- SYBASE System & Database Administration (Adaptive Server 11.5)
- SYBASE Advanced System & Database Administration
- Interconnecting Cisco Network Devices (ICND)
- Building Scalable Cisco Networks (BSCN)
- Building Cisco Multilayer Switched Networks (BCMSN)

Summary of Skills:

- Checkpoint Firewall-1, VPN-1, Floodgate-1, SecureRemote, Nokia appliance
- Cisco (Arrowpoint) CSS-11150, CSS-11503, Cisco Local Director, Foundry Networks ServerIron
- Cisco Catalyst 6509, Catalyst 2924, Cisco 2511, Cisco 7507, Brocade SilkWorm
- Solaris 2.6, Solaris 7, Solaris 8, Solaris 9, Solaris 10, Linux, SGI IRIX 5.x & 6.x
- SCO Unixware, IBM AIX 3.x , 4.x, 5.x, 6.x & 7.x, HP/UX 10.x, Sun OS 4.1.3, IBM HACMP 4.x, 5.x
- AIX LPAR, AIX MPAR, AIX DLPAR, IBM VIO Server, IBM NIM
- Veritas Volume Manager, Veritas Cluster, Veritas NetBackup, Veritas Filesystem
- Network Appliance F740
- Apache web server, Netscape Enterprise Server, IPlanet, IIS, Excite Search Engine
- Netsaint, Xpedio App server, WebTrends, ColdFusion, Orca, Cricket, SWATCH
- IBM Infoprint Manager, Tivoli family of products, Tivoli Identity Manager, CA SiteMinder
- IBM WebSphere Application Server, IBM WebSphere MQ, IBM WebSphere Commerce
- SPONG, Monitor, RRDTTool, Expect, Nagios, Apache Tomcat, CVS, LPAR2RRD
- Perl, Shell scripts, PHP, HTML, CGI, Mambo Open Server, Joomla CMS, Ganglia

- DNS, NIS, SMTP, NFS, SAMBA, ProFTP, TCP Wrappers, TripWire, Postfix, Gated
- OSS/BSS applications DCOS-2000, MGTS, LNP, ACD, SCP, ASMS, SPACE
- Shell scripting, HTML, CGI, web forms, web site design
- SYBASE Adaptive Server 11.5, Oracle 7.x, 8i, 9i, 10g, 11g, IBM DB2 v8, v9, MySQL
- Solaris Jumpstart, RedHat Kickstart
- Solstice Firewall-1, Qualix HA+
- Solstice DiskSuite, Solstice Backup, Solaris Volume Manager
- VMware ESX Server
- Natural, COBOL, Telon

Work Experience & Qualifications

November 2013 to Present

Desjardins Technology Group
 PO Box 7, Succursale Desjardins
 Montreal, (Quebec)

Title: Senior UNIX Administrator
 Dept: Datacenter Consolidation Project

Worked for the Datacenter Consolidation project for the migration of the servers for VISA Card Services as a senior UNIX administrator.

Technologies Involved:

- RedHat Linux 5.x, RedHat Linux 6.x, IBM AIX v5.x, IBM AIX v6.x, IBM AIX v7.x, VIOS, LPAR
- Perl, shell scripting, RRDTool, Apache v2, Nagios, LPAR2RRD, Ganglia
- Websphere Application Server 6.x & 7.x, IBM WebSphere MQ v6.2
- IBM HACMP v5.x, IBM NIM, IBM HTTP Server
- IBM SAN DS8100

Responsibilities :

- Responsible for the migration of all Linux and AIX servers for VISA Desjardins to the new datacenters (~ 200 servers)
- The migration entailed new network configuration, new load-balancers, new firewalls, new IBM p7 hardware, OS upgrade and new infrastructure support tools
- Decommissioning of outdated servers and hardware

October 2011 to October 2013

Intact Financial Corporation
 7101 Rue Jean Talon
 Montreal, (Quebec)

Title: UNIX & Middleware Technical Specialist
 Dept: UNIX Middleware & UNIX

Worked in the UNIX and UNIX Middleware groups as a senior Technical Specialist.

Technologies Involved:

- RedHat Linux 6.x, IBM AIX v5.x, IBM AIX v6.x, IBM AIX v7.x, VIOS, LPAR
- RRDTool, Apache v2, Nagios, LPAR2RRD, PHP, MySQL, Tomcat 6.x
- Websphere Application Server 6.x, 7.x & 8.x, IBM WebSphere MQ v7.x
- IBM NIM, IBM HTTP Server, KSH, BASH, Perl, Jython, WebMethods 7.x

Responsibilities :

- Developed automation tools to install and configure software to implement fraud detection in the Canadian insurance industry (Detica NetReveal)
- Migrated 3 TB of data from UNIX NFS to NetApp appliance with minimal impact

- Migrated WebSphere from v6 to v8 (>1500 application servers)
- Developed a large portion of the IS Technical Services Portal using PHP and MySQL
- Automation of installation and configuration of various commercial products used by Intact
- Developed an application to manage and coordinate a disaster recovery exercise for the UNIX, Middleware and DBA teams
- Developed an application to manage interventions performed on all UNIX servers (LogBook)
- Setup an environment of Nagios surveillance to complement Tivoli Monitoring
- Setup of capacity and performance management software for all AIX LPARs (LPAR2RRD)
- Developed or updated software inventory tools to build a Configuration Management Database (CMDB)
- Developed an application to manage the naming nomenclature of UNIX servers
- Support the development teams in the migration to WebSphere v8
- Developed tools to determine the health and status of various middleware applications
- Developed or updated tools for the UNIX team for automation

October 2008 to October 2011

Desjardins Technology Group
 PO Box 7, Succursale Desjardins
 Montreal, (Quebec)

Title: Senior UNIX Administrator
 Dept: UNIX, Storage and AS400

Worked in the UNIX, Storage and AS400 group as a senior UNIX administrator.

Technologies Involved:

- RedHat Linux 5.x, IBM AIX v5.x, IBM AIX v6.x, VIOS, LPAR
- Perl, shell scripting, RRDTool, Apache v2, Nagios, LPAR2RRD, Ganglia
- Websphere Application Server v5.x, 6.x & 7.x, IBM WebSphere MQ v6.2
- IBM HACMP v5.x, IBM NIM, IBM HTTP Server
- IBM SAN DS4700, DS4800, DS8100

Responsibilities :

- Participated in a project to upgrade all AIX servers
- Migrated 60 applications from WebSphere v5 to v7
- Consolidation and migration project from physical servers to virtual servers (LPAR)
- Setup of virtual servers (LPAR) for a "live" disaster recovery plan
- Move of the DMZ without client impact
- Setup of the infrastructure for Verified by Visa
- Update and a new environment of Nagios surveillance
- Setup of capacity and performance management software for all Unix servers (Ganglia)
- Setup of capacity and performance management software for all AIX LPARs (LPAR2RRD)
- Developed hardware and software inventory tool
- Implementation of IBM NIM servers at all Desjardins sites
- Daily support tasks for UNIX and Storage (SAN)
- Support of Desjardins Online Payment Solutions environments (SPID)
- Participated in the move from CGI to IBM datacenters
- Support the development teams
- Participated in the update of the disaster recovery plan for Desjardins
- Participated in the certification of Visa Desjardins for PCI (Payment Card Industry)

April 2008 – October 2008

Bombardier Aerospace
 105 Marcel Laurin
 Ville St-Laurent, Quebec

Title: Sr. UNIX Administrator
 Dept: IT – Solution Design

Worked in the IT Solution Design UNIX team as a Sr. UNIX administrator.

Technologies Involved:

- Suse Linux v10, IBM AIX v5.x, Sun Solaris v8, 9, 10
- Perl, shell scripting, RRDTool, Apache v2, Reverse Proxy, Nagios
- CA SiteMinder, Tivoli Identity Manager, Oracle 10G
- Websphere Application Server v5.1, 6.x
- Veritas Cluster, EMC PowerPath

Responsibilities:

- Wrote and implemented web based tool for software license usage based on FlexLM
- Support Oracle database servers (+200 databases) on AIX v5.3
- Supported day to day operations of Unix servers
- Support of Single Sign On (SSO) Password Manager application (ITIM)
- Reverse proxy configuration and support for internal applications and customer/supplier portals

September 2006 – March 2008

Teleglobe (VSNL International)
1441 Carrie Derrick
Montreal, Quebec

Title: Sr. UNIX Administrator
Dept: IT

Worked in the IT UNIX team as a Sr. UNIX administrator responsible for the Linux clusters (GRID).

Technologies Involved:

- RedHat Linux AS v3, V4
- Oracle 10G RAC Cluster, ASM, CRS, DB2 v8, v9 Data Warehouse Cluster
- Perl, shell scripting, RRDTool, Apache v2
- Topspin 90 Infiniband switches, Voltaire Infiniband switches, Cisco 3570 switch
- EMC CX700, IBM DS4300, IBM DS4800
- VMware ESX Server v3, Websphere Application Server v6.1

Responsibilities:

- Wrote and implemented tools for performance and capacity planning data collection for the Linux clusters in real-time with a web-based interface
- Worked with DBA group to solve application performance problems in Oracle 10G RAC cluster and DB2 Data Warehouse cluster
- Supported day to day operations of Linux clusters
- Analysis for various systems and applications to migrate from legacy platforms
- Installation of new DB2 v9 Data Warehouse
- Installation of new Oracle 10G RAC grids
- Performed due diligence for 80 servers which were outsourced to India
- Participated in installation of test environment with VMWare ESX server with Websphere Application Server

February 2006 – August 2006

Telus Business Solutions
111 Duke Street, Suite 4200
Montreal, Quebec

Title: Sr. Operations Architect
Dept: Operations

Worked in the Operations team as a Sr. architect for the Aeroplan web hosting account. J2EE application platform is running under Apache Httpd and Tomcat application server.

Technologies Involved:

- RedHat Linux ES v3 and AS v3, VMware ESX Server v2.5
- Apache Httpd v2.0.50, Apache Tomcat v5.0.28
- MySQL v4.1.10a
- Nagios, Perl, shell scripting, CVS, Postfix
- Cisco CSS-11500

Responsibilities:

- Performed a security audit on the aeroplan.com production environment and proposed corrective measures
- Setup shared integration testing environments using VMware ESX server
- Setup dedicated integration testing environment for past and future date application testing
- Implemented operating system and application monitoring using Nagios on all servers
- Configuration of Apache Httpd as web servers and proxies in all web hosting environments
- Put in place a new deployment process which allowed Operations to deploy a new release without affecting the current site. New process allowed migration with little or no site unavailable page
- Technical lead for the deployment of the major web site upgrade with minimum downtime using a 2-phase deployment technique
- Setup complete environments for all new Aeroplan projects
- Documented and architected new UAT and pre-prod environments
- Documented current and future Aeroplan production setup
- Architected a central syslog server for operating system and application logs
- Worked with Networking team to improve production load-balancing setup using Cisco CSS
- Daily web site monitoring and performance problems troubleshooting
- Support local and remote developers
- Wrote a service level agreement (SLA) for application support
- Application release integration and deployment for various projects
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October 2005 – February 2006

IBM Canada Ltd.

1360 Rene Levesque West
Montreal, Quebec

Title: Architect

Dept: UNIX Group

Working in an outsourced financial industry client environment as a Unix architect doing detailed design of their new web hosting infrastructure. Platform was consolidated and virtualised using IBM P-series servers and Sun V490 servers. Applications include WebSphere, webMethods, HTTP Servers, and Oracle in a HACMP environment.

Technologies Involved:

- IBM AIX AIX 5.3, Suse Linux Enterprise Server 9, Sun Solaris 8
- Logical Partitions (LPAR), Micro Partitions (MPAR), IBM VIO Server
- WebMethods, Tivoli Storage Manager, Tivoli Monitoring Client, Tivoli SANergy
- Websphere v6, IBM Websphere MQ
- Apache web server, IBM Httpd Server
- DNS, SMTP, NFS
- Oracle 9i & 10g

Responsibilities:

- Conducted tests in lab to ensure viability of the platform
- Participated in working sessions to define detailed architecture design
- Tested Tivoli SANergy with Tivoli Storage Manager to evaluate performance gains
- Participated in testing a recovery mechanism for Oracle databases using DataGuard

- Coordinated physical installation of IBM, Sun and Linux servers in the datacenters for the new platform

August 2002 – October 2005

Société des Alcools du Québec (SAQ)
2021 rue des Futailles
Montreal, Quebec

Title: Analyst
Dept: UNIX Group

Worked in the SAQ's Support and IT Infrastructure Division in the AIX Group as an analyst supporting 70 IBM RS6000 and Redhat Linux servers. Applications include JD Edwards, Websphere, HTTP servers, B2B, webMethods, IBM Infoprint and Tivoli family products in a HACMP environment.

Technologies Involved:

- IBM AIX 4.3.2, AIX 4.3.3, AIX 5.x, HACMP 4.x, RedHat Linux AS v3 & v4
- JD Edwards One World XE
- WebMethods, Tivoli family products, IBM Infoprint Manager
- IBM Websphere v3, v4, v5, IBM Websphere MQ, WebSphere Commerce v5.6
- Apache web server, Netscape Proxy Server, Apache proxy
- SPONG, Monitor, RRDTOOL, Nagios
- Perl, Shell scripts, HTML, CGI, PHP, Mambo Open Server
- DNS, SMTP, NFS
- Oracle 8i, IBM DB2, MySQL
- Cisco CSS-11503

Responsibilities:

- Lead in DRP (Disaster Recovery Plan) project
- Implemented a web-based performance and history system to collect key AIX server stats and plot them in real time from a browser
- Implementation of SUDO and report generation tools for use of root on AIX servers
- Implemented load balancing solution using Cisco CSS-11503 for web and application server farms for redundancy and high-availability on various projects
- Administration, maintenance and performance of web, application and database servers
- Daily support tasks in AIX environment
- Support development, quality and production project teams
- Implementation of IBM Infoprint Manager with over 900 printers across Quebec
- Participated in the AIX 4.3 to AIX 5.2 migration project (60+ servers)
- Technical lead in the JDE OneWorld SP20 to SP22 migration
- Implemented a web-based performance and history system to collect network traffic stats from Cisco equipment using snmp and plot them in real time from a browser
- Technical lead in web technology foundation infrastructure project

March 2000 – July 2002

BCE Teleglobe
1000 de la Gauchetiere West
Montreal, Quebec

Title: Sr. System Administrator
Dept: IDC Montreal

Teleglobe's Montreal Internet Data Center where we offered managed web hosting solutions which included a shared, redundant architecture including firewalls, load-balancers, network switches and routers, network-attached storage and an Oracle database cluster with an EMC SAN back-end.

Technologies Involved:

- Checkpoint Firewall-1, VPN-1, Floodgate-1, SecureRemote
- Cisco (Arrowpoint) CSS-11150, Cisco Local Director, Foundry Networks ServerIron
- Cisco Catalyst 6509, Catalyst 2924, Cisco 2511, Cisco 7507, Brocade SilkWorm
- Solaris 2.6, Solaris 8, Linux 7.x, Win NT, Win 2000

- Veritas Volume Manager, Veritas Cluster, Veritas NetBackup, Veritas Filesystem
- Network Appliance F740
- Apache web server, Netscape Enterprise Server, IPlanet, IIS
- Netsaint, Xpedio App server, WebTrends, ColdFusion, Orca, Cricket, SWATCH
- Perl, Shell scripts, PHP, HTML, CGI
- DNS, NIS, SMTP, NFS
- Oracle 8i

Responsibilities:

- Network equipment installation, configuration and support
- IDC architecture planning and implementation
- Overall system and network security
- Third level support (24Hrs/7 Days)
- Administration, maintenance and performance of web, application and database servers
- Support of highly available, clustered equipment (Network Appliance, EMC, Veritas Cluster)

January 2000 - January 2001

International Academy of Design
1253 McGill College Avenue
Montreal, Quebec

Title: Part-time Instructor
Dept: Multimedia

Technologies Involved:

- HTML, CGI, web forms, web site design

Responsibilities:

- Design and teach Advanced Web Production Skills course

January 1999 - March 2000

Vidéotron Télécom Ltée
2155 Boulevard Pie-IX
Montreal, Quebec

Title: Sr. UNIX System Administrator
Dept: Network Development

Implementation and support of various OSS/BSS for the telephony switches located in Montreal and Quebec City (Lucent 5ESS).

Technologies Involved:

- Sun Solaris 2.6, SCO Unixware, IBM AIX 4.x, HP/UX 10.x, Linux 6.x
- OSS/BSS applications include DCOS-2000, MGTS, LNP, ACD, SCP, ASMS, SPACE
- SYBASE, Oracle
- Apache web server
- Shell scripting, HTML, CGI
- NIS, DNS, SAMBA, SMTP
- Solstice DiskSuite, Veritas Volume Manager, Solstice Backup

Responsibilities:

- Daily UNIX administration tasks on Sun Solaris, SCO Unixware, IBM AIX, HP/UX, and Linux production and development servers
- Acquisition, installation and support of computer hardware and software according to customer needs
- Research products for cost efficiency and quality to submit recommendations to management
- User support and training
- Manage hardware and software maintenance contracts
- Overall system security
- Telephony applications support and administration (24Hrs/7 Days)

- Administration, maintenance and performance of Sybase and Oracle databases
- Maintenance and performance of all production and development servers
- Development of proactive server monitoring tools
- Supervision of junior and intermediate level staff

March 1998 - December 1998

SITA

770 Sherbrooke Street West
Suite 2100
Montreal, Quebec

Title: Network Management System Analyst
Dept: Helpdesk Management Systems

Served as support to the SITA worldwide customer support organization and installed and maintained the trouble ticket reporting stations and servers. Custom built application based on SYBASE back-end, Remedy trouble ticketing system and X window system.

Technologies Involved:

- Solaris 2.5, 2.6, Jumpstart
- SYBASE Adaptive Server 11.5
- Solstice Firewall-1, Qualix HA+
- Shell scripting

Responsibilities:

- Ensure availability of Online systems (24Hrs/7 Days)
- Sun Solaris 2.X system administration, maintenance and performance
- SYBASE Adaptive Server 11.5 administration and performance monitoring
- Security (Solstice Firewall-1) and high availability (Qualix HA+) of Online servers and SITA applications
- Installation, support and remote monitoring of 220 client SUN workstations
- Development of monitoring tools

May 1995 - March 1998

Bombardier Aerospace Group, Canadair
400 Cote Vertu Road West
Dorval, Quebec

Title: System Analyst, Webmaster
Dept: Engineering Information Systems

Served as support to the Engineering departments (1300 users) for Engineering applications, and PC/Unix workstations. Implemented the Intranet across Bombardier sites to distribute CAD aircraft drawings and Engineering manuals.

Technologies Involved:

- Sun OS 4.1.3, Sun Solaris 2.X , SGI IRIX 5.X & 6.X and IBM AIX 3.X & 4.X
- Windows 3.1, Win95, NT, Novell
- NIS, DNS
- HTML, CGI, Shell scripting, Perl
- Apache web server, Netscape Enterprise server, Excite search engine

Responsibilities:

- Maintenance and administration of UNIX workstations and servers running Sun OS 4.1.3, Sun Solaris 2.X , SGI IRIX 5.X & 6.X and IBM AIX 3.X & 4.X
- Maintenance and administration of PCs (Win 3.1/Win 95/Win NT) running on Novell and UNIX network
- Setup, HTML development, maintenance, monitoring and security of Intranet for Engineering
- Intranet CGI script development (sh, csh, ksh, AWK, SED, Perl)
- Intranet content and development guidelines
- Maintenance and administration of NIS and DNS

- Daily technical support of general Engineering community (1300 users, Software and Hardware support)
- Project Management
- Analysis of business, user and Engineering needs for Canadair and Bombardier partners

August 1994 - May 1995

Canadian National Railway
935 de la Gauchetiere
Montreal, Quebec

Title: Programmer Analyst
Dept: Information Systems

Worked as a programmer analyst in the bilingualization of a new service reliability system (SRS) using COBOL, Telon and Natural in an IBM mainframe environment.

Technologies Involved:

- Natural, COBOL, Telon
- IBM mainframe

Responsibilities:

- Analysis and modification of programs for the bilingualization of CN's Service Reliability System (SRS)

Personal

Special Skills:

Languages spoken: English, French, Italian
Languages written: English, French

Internet Sites:

<http://www.coolcommands.com>

coolcommands.com is a search engine for UNIX system administrators which offers a search engine to find useful UNIX commands and scripts.

Responsibilities: programming, content and site maintainer

<http://lvoware.com>

lvoware.com offers a free password management system called myPMS which is written in PHP and uses a MySQL database to store usernames and passwords.

Responsibilities: programming, content and site maintainer

Publications:

1. AIX Update February 2005 Journal

Title: Help Desk password application

Summary: Article demonstrating how to setup a web based application that can be given to a company Help Desk to reset user passwords and failed counts on AIX servers.

2. AIX Update April 2005 Journal

Title: Password management system

Summary: Article demonstrating how to setup a web based password management system called myPMS which is written in PHP and uses a MySQL database to store usernames and passwords.

3. AIX Update May 2005 Journal

Title: Keeping the maximum number of back-ups of a file

Summary: A korn shell script that can be used to delete log files which are rotated on a timely basis after a configurable maximum number of a file with a common prefix is reached.

4. AIX Update June 2005 Journal

Title: Using Perl and find

Summary: Using Perl and the unix find command to make search-and-replace-style changes to text files.

5. AIX Update June 2005 Journal

Title: File copy script

Summary: A korn shell script to copy files from a source to a destination server preserving directory location and all user permissions.

6. AIX Update July 2005 Journal

Title: Run a common script across a list of servers

Summary: A korn shell script to run a common script across a list of servers using passwordless secure shell (ssh).

7. AIX Update September 2005 Journal

Title: Using smbclient to copy files from Unix to Windows servers

Summary: Article describing how to use the tool smbclient to copy files from Unix to Windows servers including a sample korn shell script.

8. AIX Update October 2005 Journal

Title: Synchronizing servers using rsync over secure shell

Summary: Article describing how to use the tool rsync to synchronize multiple servers over a secure shell session.

9. AIX Update May 2006 Journal

Title: System Cloning in AIX 5.3

Summary: Article describing how to upgrade, clone or plan for disaster recovery using AIX 5.3 commands.