

# Elvio Prattico

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## RESUME

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## Education

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| 1997 - 1999 | Concordia University<br>Montreal, Quebec<br><br>Masters of Business Administration (MBA) |
| 1992 - 1995 | Concordia University<br>Montreal, Quebec<br><br>Bachelor of Computer Science             |
| 1989 - 1991 | Dawson College<br>Westmount, Quebec<br><br>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, STOR2RRD
- 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, KSH, BASH, HTML, CGI, web forms, web site design
- SYBASE Adaptive Server 11.5, Oracle 7.x, 8i, 9i, 10g, 11g, 12c, IBM DB2 v8, v9, MySQL
- Solaris Jumpstart, RedHat Kickstart
- Solstice Firewall-1, Qualix HA+
- Solstice DiskSuite, Solstice Backup, Solaris Volume Manager
- VMware ESX Server, Oracle Virtualisation Manager
- Natural, COBOL, Telon

## Work Experience & Qualifications

### February 2015 to Present

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

Title: Infrastructure Integrator  
Dept: UNIX Middleware

Worked in the UNIX Middleware group as an Infrastructure Integrator.

#### Technologies Involved:

- RedHat Linux 6.x, Oracle Enterprise Linux 6, 7, IBM AIX v6.x, IBM AIX v7.x, VIOS, LPAR, OVM
- RRDTOol, Apache v2, Nagios, LPAR2RRD, STOR2RRD, PHP, MySQL, Tomcat v6, 7, 8
- Websphere Application Server 6.x, 7.x, 8.x & 8.5.5, IBM WebSphere MQ v10
- IBM NIM, IBM HTTP Server, KSH, BASH, Perl, Jython, Ansible, WebMethods 10.x

#### Responsibilities :

- Developed automation tools to install and configure in-house and commercial software
- Developed a large portion of the IS Technical Services Portal using PHP and MySQL
- Responsible for all middleware monitoring in Nagios
- Setup of capacity and performance management software for all AIX and Linux infrastructure (LPAR2RRD) and storage infrastructure (STOR2RRD)
- Developed or updated software inventory tools to build a Configuration Management Database (CMDB)
- Technical lead to build and automate WebSphere 8.5.5 infrastructure migration
- Support the development teams in the migration to WebSphere v8.5.5
- Developed tools to determine the health and status of various middleware applications
- Developed automation tools to install and configure Oracle Linux VMs on Oracle Virtualisation Manager (OVM) for Oracle DB migration to 12C
- Developed automation tools to manage SSL certificates for various middleware for Intact's Public Key Infrastructure

### November 2013 to January 2015

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**

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IBM Canada Ltd.  
1360 Rene Levesque West  
Montreal, Quebec

Title: Architect  
Dept: UNIX Group

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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 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**

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

Title: Analyst  
Dept: UNIX Group

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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, RRDTTool, 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 Telelobe

1000 de la Gauchetiere West  
Montreal, Quebec

Title: Sr. System Administrator  
Dept: IDC Montreal

Telelobe'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**

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Vidéotron Télécom Ltée  
2155 Boulevard Pie-IX  
Montreal, Quebec

Title: Sr. UNIX System Administrator  
Dept: Network Development

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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**

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SITA  
770 Sherbrooke Street West  
Suite 2100  
Montreal, Quebec

Title: Network Management System Analyst  
Dept: Helpdesk Management Systems

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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**

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

Title: System Analyst, Webmaster  
Dept: Engineering Information Systems

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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**

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Canadian National Railway  
935 de la Gauchetiere  
Montreal, Quebec

Title: Programmer Analyst  
Dept: Information Systems

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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