

Scott M. Sorrentino
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<http://sinepaw.org>

Education:

Bachelor of Science, Computer Science
State University of New York at Buffalo

Professional Experience:

NaviSite / ClearBlue Technologies
June, 2002 - Present
Unix Systems Engineer

- Maintain, monitor and secure Linux, Solaris and Tru64 systems.
- Install and administer server application software including Apache, ColdFusion, iPlanet, Sendmail, Tomcat and WebSense.
- Respond to and provide forensic analysis for security breaches.
- Administer Legato Networker enterprise backup system and hardware, including ATL P3000/Sun L11000 and Sun L3500 tape libraries.
- Automate existing procedures and customer-facing applications.
- Provide on-call support as needed for systems under my care.

AppliedTheory Corporation
October, 2000 - June, 2002
Unix Administrator

- Maintained, monitored and secured corporate Linux and Solaris servers.
- Administered server application software including Apache, ColdFusion, MeetingMaker (calendar), Remedy (ticket tracking) and Sendmail.
- Designed, implemented and maintained spam-filtering, virus-scanning corporate email system using primarily free/Open Source software.
- Served on corporate security team.
- Developed and maintained browser-based equipment and network tracking database.
- Assisted desktop support personnel in maintenance of Linux workstations.

Oscar A. Silverman Undergraduate Library, SUNY at Buffalo
September, 1997 - September, 1998
Student Assistant

- Responsible for updating the library's web site.
- Created browser-based calendaring system in Perl for tracking library activities.

LocalNet Corporation

January, 1997 - October, 2000

Manager, Computing and Information Technology (June, 1999 - October, 2000)

- Managed support staff of 10-15 people, including junior administrators and programmers.
- Administered Linux and Solaris servers.
- Maintained and upgraded Cisco-powered network spanning five POPs in two states, supporting upwards of 18,000 users.
- Created browser-based database system to integrate all aspects of account management, billing and service administration.
- Designed and implemented automated, unattended web-based account activation and management system to out-source those functions to both customers and potential customers at zero ongoing cost to the company.
- Maintained internal 20-node PBX with Automatic Call Distribution (ACD).

Technical Support Manager (March, 1998 - June, 1999)

- Managed staff of 5-10 telephone support technicians.
- Responsible for providing second-level support to users and addressing customer complaints.
- Designed and implemented web-based portal for support staff use, including an automated shift-scheduling system.

Support Technician (January, 1997 - March, 1998)

- Provided telephone and email-based support to customers with connectivity and computer-related issues.

Skill Summary:

- Databases: MySQL, PostgreSQL, Oracle.
- Languages: C, C++, HTML, Perl, PHP, Unix Shell Script.
- Operating Systems: Cisco IOS, Linux, Novell, OpenBSD, Solaris, Tru64, Windows 95/98/NT/2000/XP.
- Security: FreeS/WAN, GnuPG/PGP, IPFilter, IPTables, PF, Snort IDS.
- Services: Apache, BIND, ColdFusion, OpenSSH, Qpopper, Sendmail, Tomcat, WebSense.