

# MARK HIGUERA

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## LINUX SYSTEM ADMINISTRATOR

- Talented systems administrator with scripting skills, who demonstrates strong customer orientation, and a focus on providing customized solutions.
- Collaborates to gain process understanding, leverage others' expertise, and build consensus.
- Strives for continuous improvement, learning, and personal development.
- Possesses 16+ years UNIX system administration experience: Redhat and SuSE Linux, Solaris, (some HPUX, AIX); Veritas Volume Manager and Filesystem, ssh, scp, sftp, Jumpstart, performance tuning, capacity planning, change management, Oracle, Legato, NetBackup, SMTP, ClearCase, ClearQuest.
- Develops solutions that provide significant savings through automation. Creates applications and tools with Apache Tomcat, JSP, javascript, MySQL, PERL, PHP, Java, shell scripts.

## EXPERIENCE

**AUTODESK**, San Francisco, CA

**Production Support Analyst**

February 2016-March 2017

Provide troubleshooting of web applications running primarily on AWS cloud infrastructure.

- Analyze complex transactions involving synchronization between SAP, Siebel, Tibco, Salesforce.com, Heroku, Apigee, and homegrown web applications.
- Utilize splunk, SOAPui, and database queries to look at transactions, payloads and errors to pinpoint source of performance problems identified by alarms from CloudWatch, Dynatrace, and splunk.
- Interface with development teams to investigate bugs and raise change requests to address customer-impacting defects.
- Review user stories, defect fixes and code deployments for development teams. Provide sign-off from production support perspective for monitoring, logging, security, and documentation and error handling.
- Implemented new apache proxy on AWS to replace a Data Power interface which could not be migrated to Apigee, our standard API proxy platform. Utilized elastic load balancer (ELB) and auto-scaling group (ASG) to provide high availability, increasing fault-tolerance. Reduced cost of licensing by using open source solution.

**GENENTECH**, Redwood City, CA

**System Administrator**

April 2013-January 2016

Manage infrastructure for select internal customer groups supported by Systems Operations.

- Supported migration of corporate intranet site from Solaris platform to LAMP (Linux-Apache-MySQL-PHP) platform, as well as upgrade of WordPress and Moveable Type environments. Engaged with stakeholders including content management groups, administrators, and content generators to ensure smooth functioning of web servers, legacy web applications, and content management systems.
- Implemented buildout and optimization of LAMP infrastructure (Linux virtual machines) for upgrade of JAMF software system (enterprise management system for Apple Macintosh computers). Worked with engineers and application administrators to properly size database server to meet peak load demands.
- Deployed Linux and Windows (2008 R2, 2012) servers on VMware ESX from ISO's and from templates, and physical servers using kickstart. Provisioned storage on Isilon and NetApp NAS devices, managed with LVM.
- Managed servers supporting applications such as JBoss, weblogic, nginx, git, gitlab, subversion, and RCS, and scientific applications such as R and R Studio.
- Utilized puppet for configuration management on Linux clients.
- Supported applications on Windows and Linux servers, including Weblogic, JBoss, SVN, git, Apache, Tomcat, MySQL, and Casper / JAMF.

- Provided support for Active Directory shares, for PERL-based applications, and for JSP / MySQL / javascript / Sendmail based applications.
- Supported Sun Solaris servers, running on SPARC hardware, using SAN storage and Veritas Volume Manager and Solstice Disk Suite for volume management.

## Genentech

### Operations Specialist

November 2003-March 2013

Manage Incident Management process, support operations tasks, and providing customer support for enterprise applications in 24x7 production environment

- Developed web dashboard for managing Remedy queues according to SLA timers. Sought input from various groups within Informatics to understand how to make it more useful and efficient for them.
- Maintained and enhanced HD-Alert / Triage tool and database, used by ExO to communicate more efficiently and accurately during outages, resolving outages more quickly. Our HD-Alert database has become a system of record for application and service availability statistics.
- Created Legato Client Backup Tracker, a dashboard for managing and tracking backup failures. Dramatically increased success rate for backups and reduced time spent on resolving problems.
- Collaborated with web developer to publish PERL-based LDAP Email Queries page intranet.
- Wrote Sendmail folder recovery and transfer tools, written in PERL with Expect module.
- Provided Active Directory auditing service to HR department, to identify any members of HR AD groups that were not under pre-authorized cost centers.
- Performed account administration, access control using Active Directory and UNIX group files, Windows share creation, DNS address administration, service requests, and process documentation per group duties.
- Crafted custom distlists that are kept up-to-date via PERL scripts and LDAP queries.
- Monitored security events using Arcsight, assisted in establishing incident response procedures as part of a project to establish a Security Operations Center (March-May, 2012).
- Co-wrote <http://adweb.gene.com>, a tool to automatically lookup Active Directory approvers and compose authorization emails for share access requests.
- Provided support for ClearCase, ClearQuest, iRise, Mercury Quality Center, Reflection X (25% time May-August, 2007; projected 50% time May-August, 2012).
- Promoted from Operations Specialist to System Administrator, April 2013.

**CORIO INC.** (an ASP), San Carlos, CA

### Sr. Unix Administrator

February 2001-May 2003

Documented and executed process for rapid deployment of Solaris systems to support hosted ERP applications.

- Refined process of automating builds of Solaris servers to support SAP, PeopleSoft, Siebel, Oracle, and other applications.
- HP server support - familiar with HP-UX, L2000 hardware
- Served daily as UNIX Subject Matter Expert for Change Review Board.
- Engineered SFTP service to support secure data transfer between ASP and client.
- Supervised junior admins and data center personnel.
- Shared 24x7 3<sup>rd</sup> level support rotation for all UNIX server issues.

## ADDITIONAL EXPERIENCE

**TOTALITY CORP.**, San Francisco, CA

April 2000-January 2001

Performance & Capacity Analyst

**ORACLE CORP.**, Redwood City, CA

June 1996-April 2000

Sr. UNIX System Administrator, Applications Engineer

## COURSEWORK

June 2017	Security Fundamentals Boot Camp (SEC401), SANS Institute, SF, CA
Spring 2015	Ruby and Ruby on Rails, UCSC Extension
Winter 2014	Puppet Fundamentals, Puppet Labs
Spring 2014	Linux System Performance Tuning, UCSC Extension
Summer 2013	VMware: Install, Configure, Manage ESXi 5.1
Spring 2013	Python for Programmers, UCSC Extension
Spring 2013	Linux System & Network Administration, UCSC Extension
Spring, 2011	JQuery, Marakana Training, San Francisco, CA
Fall, 2009	Enterprise Solutions Using Java EE 5, UCSC Extension
Fall, 2008	SuSE Linux System Administration, IS Inc., Sacramento, CA
November, 2007	Transition to Solaris 10, Sun Education
August, 2007	ClearCase Administration for UNIX
January, 2007	Remedy Administration - Introduction (web based training)
August, 2004	Windows 2003 Server System Administration
May, 2004	What's New in Solaris 9 System Administration
May, 2003	Solaris 8 System Administrator Certification
Fall, 2001	Adv. Veritas Volume Manager, Copernicus Training, San Diego, CA
Fall, 2000	CMG 2000 Conference, Orlando, FL
Summer, 2000	Solaris Performance Tuning, Sun Education, Milpitas
Fall, 1999	Presentation Skills Workshop, The Henderson Group
Summer, 1999	HP-UX Sys & Network Admin for Experienced SA's
	HP-UX Performance & Tuning, HP Education, Mountain View, CA
Spring, 1999	Solaris Principles: Performance & Tuning Secrets, Sun Ed., Menlo Park, CA
Winter, 1999	NetBackup NT for System Admins, Veritas Ed., Mountain View, CA
Fall, 1998	UNIX Kernel Internals, UC Berkeley Ext., Marshall Kirk McKusick, instructor
Summer, 1998	Solaris 2.6 Enhancements, Sun Education
Spring, 1998	Solaris 2.X System Administration, Sun Ed., S.F., CA
	Solaris 2.X Network Administration, Sun Ed., S.F., CA
Fall, 1994	Supporting Windows NT 3.5 Server, DataWiz, San Mateo, CA
Spring, 1994	UNIX Systems Admin, UC Santa Cruz Extension

## UNIVERSITY OF CALIFORNIA, DAVIS

BA, Russian Language