

# *James R. Williams Zavada*

James R. Williams Zavada, 90 Portsmouth Island Drive, Garner, NC 27529  
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## **Objective**

To be an integral member or leader of a team of technology individuals for whom the pursuit of excellence is a living reality, who delight in learning the inner workings of technology, and who dare to dream of making the impossible happen. An English/Spanish bilingual work environment is welcome.

## **Skills**

**Programming/Markup Languages:** Applescript, Assembly (x86), C, C++, Java, Javascript, Perl, PHP, Python, Tcl/Tk, Unix shell scripting (bash, csh, ksh, sh) / CSS/HTML, Dokuwiki, Mediawiki, Markdown.

**Operating Systems:** AIX, AS/400, BSDI, FreeBSD, HP-UX, Irix, Linux (CentOS, Custom-built, Debian, Mint, Red Hat, Slackware, Ubuntu, and others), MacOS X, MS-DOS, OpenBSD, S/36, Solaris, Windows XP/7/10, Windows Server 2008/2012/2016.

**Software: Servers** - Database: MySQL; DNS: BIND (v8,9,10), Dnsmasq; FTP: IIS, ProFTPD, vsftpd, wu-ftp; Mail: Exim, Postfix, Qmail, Sendmail, Zimbra; Web: Apache, IIS; Wiki: Confluence, Dokuwiki; Other: OpenLDAP, OpenSSH, Samba, Tomcat, X-windows. **Applications** - Connection/file transfer: telnet, ftp, ssh, scp, sftp, putty, etc; Mail clients: Microsoft Outlook, etc; **Network host** tools: ethereal/wireshark, ifconfig, ip, ipconfig, netstat, ping, tcpdump, traceroute, tracert, etc.; Source/Version control: CVS, git, RCS, Subversion; **Spreadsheets:** Microsoft Excel, etc.; Ticket systems: Bugzilla, Jira, Remedy, Request Tracker, etc.; **Web browsers:** Chrome, Firefox, Internet Explorer, etc.; **Wikis:** Confluence, Dokuwiki, Mediawiki; **Word processors/text editors:** Emacs, Microsoft Word, Vi/Vim, etc.;

**Other: Skills** - **Firewall/Packet Filters:** IP Filter on Solaris and FreeBSD, Linux Netfilter/iptables, OpenBSD PF; **NFS;** **Software RAID** on Linux and Solaris; **Virtual machines:** VMware, Xen, QEMU. **Blue-Green Continuous Integration Configuration.** **Internet protocols** - DNS, DHCP, FTP, HTTP, ICMP, IMAP, LDAP, POP, SMTP, Telnet, RIP, etc.

## **Experience**

### **Unix Team Lead/Systems Administrator**

Oct 2018 to Oct 2019

TEKsystems/GDIT/U.S. EPA  
Durham, NC

Subcontracted by TEKsystems to GDIT (General Dynamics Information Technology), which was in turn contracted to the U.S. EPA as the customer.

~60% as Team Lead: Manage team work schedule, workload assignments, & task completion. Conduct weekly team meetings, monthly 1:1 with team members, biweekly with U.S. EPA management, & as needed with GDIT management. Report weekly & monthly team accomplishments & service metrics, & other reports upon management & customer request. Team representative/POC in project meetings, & in collaboration & interaction with VMware, Windows, Network, Application & Development teams, & with U.S. EPA customers & management. Author & manage documentation of requirements & design, work instructions, SOPs, etc.. Assist with migrations of legacy services.

~40% as Systems Administrator: Provision and administer current & legacy Linux, AIX, & Solaris virtual & physical servers hosted locally & with Azure/AWS. Provide troubleshooting support for other teams (esp. Applications & Development) & for U.S. EPA customers.

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## Experience (cont.)

### ***Systems Engineer***

Oct 2014 to Oct 2017

SAS

Cary, NC

Member of the Web Systems Design and Support team. Set up, configure, monitor, manage and provide support for all internal and public web systems, consisting of single and multiple Apache, IIS, PHP, Tomcat, and JBOSS instances variously hosted in load-balanced blue-green, group, active-passive pair, and single-server configurations on physical and virtual servers. As team documentation specialist, manage migration of team wiki from Mediawiki to Confluence, manage team Confluence pages & author documentation.

### ***Unix-Linux System Administrator***

Mar 2012 to Sep 2012 [Subcontracted by TEKsystems to Verizon Terremark]

TEKsystems/Verizon Terremark

Sep 2012 to Oct 2014 [Verizon Terremark direct hire]

Raleigh, NC

From Remote Operations Center, administer Linux, Solaris, AIX, and HP-UX systems for external customers and company internal infrastructure customers in an enterprise cloud environment. Provide problem resolution, and fulfill change and service requests. Managed shift team wiki & authored pages as needed. Promoted to member of Platinum Service Center group Nov. 2012. Promoted to team shift lead Mar. 2013.

### ***Sysadmin Group Leader***

Dec 2010 to Aug 2011

Shodor

Durham, NC

Responsible for leading, training, and assisting the Sysadmin Group (staff, interns and apprentices) in providing systems administration and IT support services, and for managing group projects and assignments. Establish focus on documentation, and group peer code review. Plan and prepare for migration to new office location.

### ***Senior Systems Engineer***

Jul 2008 to Dec 2009

iContact

Durham, NC

Administer the day-to-day operations of the LAMP and other infrastructure systems supporting the iContact web application and its development, plan and implement systems to meet rapid business growth, and provide Unix command-line and environment expertise to fellow employees. Administer and support Avaya phone/voicemail system. Assist internal IT staff with wiki administration, author systems documentation wiki pages.

## Education

- Bachelor of Arts in Spanish Language and Literature from the State University of New York (SUNY), College at Oswego, December 1990. (Related Courses: *Intro to Computers*, *Principles of Computing*.)
- Exchange Student at the University of Puerto Rico, Fall 1986 and Spring 1987. (Related Courses: *Translation: Basic Practices*.)
- *Principles of Computing*. SUNY College at Oswego, Spring 1995, Grade: A.
- *Abstract Data Types*. SUNY College at Oswego, Summer 1995, Grade: A.
- *Programming Languages*. SUNY College at Oswego, Fall 1995, Grade: B.

## Interests

- Avid reader, technology, and calligraphy.

**Full employment history available upon request**

**References available upon request**