

# Olegario Lopez Craig

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**SUMMARY** 13 years of professional IT experience, specializing in UNIX systems administration, TCP/IP network administration, security, and troubleshooting. Exceptional analysis, problem-solving, scripting, communication, leadership, and customer-service skills. Integrates new information quickly.

**OBJECTIVE** Leadership role in advanced systems, networking, or customer support for a Boulder organization which requires and rewards critical thinking and creative problem-solving, in an environment conducive to intellectual challenges and growth.

## EXPERIENCE

Latis Networks (d/b/a StillSecure), Superior, CO  
“Team Lead, Customer Support” (2006 through 2008)

- Screened, hired, trained, mentored, and supervised a team of highly-technical personnel to support StillSecure's customers and OEM partners in deployment planning, installation, and ongoing maintenance of industry-leading network security/infrastructure software (network access control, network-based intrusion detection/prevention, & host vulnerability discovery/management.) Quality of support was consistently praised by customers and was named as a major factor in sales renewal decisions. Alumni from my support team currently lead both the Professional Services and Sales Engineering departments.
- Technical lead on deployment projects for StillSecure's largest customers, including Federal cabinet-level departments and Fortune 500 companies. Worked closely with customers' technical and managerial staff to integrate StillSecure solutions into complex multi-tier production intranets serving over 20,000 endpoints.
- Identified, triaged, replicated, tracked, & verified resolution of defects and enhancements across several releases of each StillSecure product. Collaborated with Development, Design, and QA leads to prioritize bugs & features according to customer impact.
- Responsible for final signoff & post-QA testing/verification of patches and full releases.
- Trained new hires in Development, QA, and Support on StillSecure products; wrote and presented training materials for OEM partners.
- “Subject Matter Expert”: knowledge resource for QA, developers, and support on LAN troubleshooting, low-level protocol interaction, packet and flow analysis, shell scripting, and standard Linux OS tools.

Latis Networks (d/b/a StillSecure), Superior, CO  
“Security Engineer” (2005 through 2006)

- First dedicated customer support engineer for growing developer of security infrastructure software. Reorganized support procedures and call flow to minimize developer interruptions.
- Email, phone, and onsite customer support. Developed, documented, & tested workarounds to mitigate or avoid product bugs, deficiencies, and performance losses; fed customer experiences and insight back into the software design/development process.
- Implemented and maintained customized ticket system to handle customer support requests, coordinate and track response across internal groups, and monitor service level touchpoints.
- Wrote requirements, guidelines, and occasional proof-of-concept code for development of customer-support functionality within StillSecure's products and online presence.
- Honored with company-wide “Most Valuable Player/People's Choice” award, 12/2006.

CreekPath Systems, Boulder, CO  
“Software Quality Analyst” (2004 through 2005)

- Systems engineering of design issues/requirements for linux platform elements of SRM suite. My analysis of SSL implementation for intra-suite messaging drove a product redesign which fixed communications vulnerabilities affecting multiple components on 6 platforms.
- Wrote and presented technical training sessions for software developers on security practices and SSL implementation.
- “Subject Matter Expert”: knowledge resource for QA and developers on IP networking, network & host security, & linux platforms.
- Administration and change control of Linux and Solaris hosts in highly mutable development/test lab.
- Planned and executed consolidation/cutover of critical-path lab Oracle instances from x86/Windows platform to RedHat ES on AMD64, achieving significantly increased reliability and better than 75% performance gain while reducing operating costs by 50%.
- Designed test cases and environments for components of flagship SAN SRM software suite, focusing on robustness and scalability.
- Triaged, reproduced, tracked, & verified defect resolution across several releases of industry-leading storage management software.
- Designed and scripted automation of test processes & lab management.

Department of Computer Science, University of Massachusetts, Amherst, MA  
CS Computing Facility: “Software Specialist II” (2000 to 2004)

- Researched, proposed, developed, installed, secured and maintained system software, utilities, applications and enhancements to support the complex academic, research and administrative computing needs of Computer Science faculty, staff and graduate students.
- Developed and maintained highly-available SMTP gateway server that handles an average of 30,000 emails daily while blocking over 10,000 viruses and 8,000 SPAM instances with false-positive rates less than .001%; the prototype system gracefully handled the notorious VBS/Loveletter worm pandemic, which took down nearly all other University mailservers.
- Third-tier UNIX technical support; “Linux guru”; lead email, web, database, and news admin.
- Developed forward-looking Linux strategy and specific server/environment cutover plans in response to changing industry landscape.
- Responsible for secure incident response and forensics; developed and implemented proactive security practices and strategies. Planned and supervised Network IDS deployment and customization. Proposed, developed and refined custom NAT/firewalls to protect research groups from impinging on each others' activities while still allowing complex interaction with shared core servers.
- Prepared and led training, education and outreach programs for department faculty and staff.
- Trained, mentored, and supervised new CSCF staff.
- Built and tuned scalable mail, web, storage, and backup servers to serve mission-critical departmental needs using COTS components.
- Performance tuning of IP services and protocols on 9 class-C IPv4 slices comprising 5 CIDR subnets.

Department of Computer Science, University of Massachusetts, Amherst, MA  
CS Computing Facility: “Software Specialist” (1997 to 2000)

- Installed, secured and maintained system software, utilities and applications for faculty, staff and graduate students.
- Lead email, web, and news admin; second-tier UNIX technical support; “Linux guru”; campus-wide SGI service contact.

- Overhauled site-wide email strategy and implementations to deal with SPAM, virus, and open-relay risks for over 400 multiuser SMTP-serving machines; developed and implemented SSL-secured IMAP/POP infrastructure to allow authenticated mail relay from offsite clients. Centralized disparate SMTP policy implementation, unifying sendmail *cf* creation across 7 different UNIX platforms.
- Created automatic system-image-restoration setup for workstations in undergrad lab with custom Kickstart and DHCP instances.
- Spearheaded top-down group website redesign, focusing on customer service and useability.
- Planned & oversaw service transitions from obsolescent hardware/software to inexpensive Linux on x86 solutions.
- Helped coordinate and implement transition from 4 IPv4 Class-C subnets to 9 class-C CIDR slices.
- Helped relocate 400-person department to new building, assisting with service cutovers, facilities planning, and capacity buildout.

Department of Computer Science, University of Massachusetts, Amherst, MA  
 CS Computing Facility: “Associate Software Specialist” (1995 to 1997)

- Front-line technical support; problem triage and resolution. Maintained and debugged application software and utilities for faculty, staff and graduate students.
- Webserver and USEnet installation and administration.
- Wrote Acceptable Use and Code of Conduct policies for undergraduate labs and sensitive-area staff.
- Wrote and refined various in-house scripts and procedures to automate sysadmin tasks.
- Developed and scripted backup/recovery procedures for newly-popular Linux workstations.

## SKILLS

- Extensive experience with Linux and UNIX servers in wildly heterogenous network environments
- Custom configuration, automation, administration, tuning, hardening, and troubleshooting of Sendmail, Apache, DNS/BIND, SSH, FTP, SSL, DHCP, LDAP, NIS, Samba, NFS, RPM, MIMEDefang, SpamAssassin, netfilter/iptables, USEnet, VPN, NAT/DNAT/SNAT, IMAP/POP, IDS, RAID (SW & HW) and HA/HP Linux clustering
- Scripting: in Perl, (ba)sh, csh, ksh, Expect, Tcl/Tk, awk, sed, some python; others as needed
- Programming: in C, Perl, Pascal, ADA, Lisp; others as needed
- Operating systems: Linux, Solaris, IRIX, OSF1/True64, AIX, MacOS X, OpenBSD, FreeBSD, Windows (9x through XP), VMS/DCE, IOS
- Hardware: x86, x86-64, Cisco 2xxx/3xxx/6xxx routing & switching, Sparc/UltraSparc, SGI Challenge/Indigo/Onyx, Extreme Networks, StorageWorks, SnapServer
- Networking: Cisco IOS routing/switching, NIDS, intimate familiarity with Linux bridging and firewalling code, 802.11a/b/g WiFi, Ethernet, WEP/WPA/802.1x
- Storage: FibreChannel SAN configuration with Brocade, McData, Cisco, & EMC switches; Linux/Solaris HBA troubleshooting; SRM with CreekPath Suite & vendor toolkits; Veritas
- Software and toolsets: gcc, Make, gdb, Emacs, vi, m4, iptables, fwbuilder, tcpdump, netcat, OpenSSH, Jetty, Ethereal/Wireshark, Sendmail, MIMEDefang, SpamAssassin, ClamAV, Apache, Tomcat, WebLogic, OpenSSL, Request Tracker/RT, RT FAQ Manager, bugzilla, GForge, ISC BIND, OpenSSI, OpenLDAP, Snort, stunnel, PostgreSQL, MySQL, Berkeley DB, Oracle, Kickstart, Eclipse, Firefox, Nagios, OpenOffice, Fedora Core, Red Hat EL, CentOS, Debian, Gentoo linux, LVM/LVM2/EVMS, X11, Cygwin, RADIUS, NetReg, CVS, Subversion, StarTeam, Snort, Strata Guard, VAM, Safe Access, Mantis, XML, OpenVPN, tc/qdisc, NISTnet, VMWare Server, Xen
- Flawless written English; excellent verbal and presentation skills
- Equally comfortable working with engineers, lawyers, or customers
- Creative problem-solver; fast, independent self-educator

## INTERESTS, ACHIEVEMENTS, OTHER EXPERIENCE

- Constitutional and telecommunications law; expert witness (defense) in *Universal vs. Reimerdes*, 111 F.Supp.2d 294 SDNY2000 (DMCA first-impression case; “NY DeCSS trial” aka “MPAA v 2600”)
- Yondan, Kodokan Goju Ryu karate; head instructor, Front Range Kodokan
- Journeyman rigger, stagehand; IATSE 232
- NAUI divemaster candidate
- Conversational Spanish
- Lab manager, University Computing Services, UMass (1989-1991)
- Instructor: Self-Defense, Karate I/II, GPE Dept., UMass (1990-1995)
- Teaching assistant: Sport SCUBA, Project DEEP/UMass (1994-2002)
- Assistant manager, Jonathan Reid LTD, Hadley, MA 01035 (1992-1995)

## EDUCATION

University of Massachusetts - Communication  
Concentration in Computer and Information Science