

GREG KULOSA

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Manager of Site Reliability

Dynamic IT systems engineer with 24 years of experience and a history of improving revenues, functionality, availability, and technical support while reducing costs and cycle times. Strategic thinker with record of developing and implementing innovative system solutions and process enhancements. Meticulous team leader / player with proven ability to manage mission-critical enterprise core services, build strong business relationships, diagnose and resolve problems, and leverage extensive depth and breadth of technical and administrative expertise.

Representative Accomplishments

- Upgraded puppet from 0.24.8 to 3.8.6 while adding hiera integration. Improved ability to spin up new nodes without Sysadmin intervention. (GreatSchools, Inc.)
- Reduced firewalls mailing list delivery times from 5-8 days to less than 1 day (in collaboration with colleagues) by relieving sendmail / server congestion through the creation of PERL scripts; co-authored paper on the system later presented at the Usenix LISA conference (*GNAC, Inc.*).
- Decreased costs and deployment time by expediting transition to Solaris at *Synopsys, Inc.*

Linux/FreeBSD/Unix Systems Administration • Automation • Networks • Performance Tuning • Technical Support • Cost Control • IT Infrastructure • Strategic Planning • Process Improvements • Project Management • Operations • Client Relations • Servers • Troubleshooting • Core Services • Database Management • Scripting • Systems Implementation • Presentations • Revenue Growth

PROFESSIONAL EXPERIENCE

GreatSchools, Inc., Oakland, California • 2009 to present

Leading school information website for parents - non-profit

Director of Technical Operations

Responsible for uptime of public website, including architecture, redundancy, backups, etc. Coordinate closely with engineering to design new products/features to be maintainable and highly available. Direct desktop support personnel for internal support.

- Maintained greater than 99.97% yearly uptime of public websites
- Upgraded aging puppet infrastructure from Puppet 0.24.8 to 3.8.6. Incorporated hiera to manage configuration data.
- Moved infrastructure from data-center to public cloud based. Cut-over with no downtime.
- Upgraded database layer from MySQL 5.1 to 5.6. Fix table schemas as needed.
- Improved security posture / reduced possibility for DDOS attacks.
- Launched WordPress CMS on redundant cluster of servers
- Manage budget for department, which includes all hosting and hardware costs
- Teach classes on Unix command-line and git/vim to new Software Engineers

Continued...

GREG KULOSA CONSULTING, Lafayette, California • 2000 to 2009

IT consultancy with focus on systems administration, networks, and website design.

Lead Consultant

Direct all operations and projects. Devise strategies to optimize systems, client satisfaction, and revenues. Maintain customer website and Ethernet network linking 7 locations.

- Delivered open wireless access across all customer sites while maximizing security (no access for external parties) by creating a customized OpenWRT solution (embedded Linux for Linksys wireless routers) to filter access to the DMZ.

NOMINUM, INC., Redwood City, California • 2000 to 2001

DHCP and DNS software solutions firm.

DHCP Consulting Engineer

Ensured prompt and effective technical support for users on the DHCP mailing list. Diagnosed and resolved DHCP server issues and bugs; advised on server configuration. Conducted beta testing operations on ISC DHCP software releases across multiple platforms (including Solaris X86, Windows, and Red Hat Linux); leveraged Vmware to enable simulation of server / client networks.

- Enhanced quality of new DHCP server application releases by performing tests.
- Created an intensive DHCP course and instructed company students; created network environments with realistic bugs / deficiencies for students to discover and eliminate.

GNAC, INC., Redwood City, California • 1998 to 2000

IT strategy and solutions consultancy with primarily enterprise clientele. ~ 35 employees.

Member of Technical Staff

Played key roles on numerous projects, with concentration on infrastructure initiatives. Counseled clients and built strong relationships. Prepared project proposals and delivered hands-on expertise.

- Reduced firewalls mailing list delivery times (for 10,000+ members and 100+ daily messages) from 5-8 days to less than 1 day (in collaboration with colleagues) by relieving sendmail / server congestion through the creation of PERL scripts; co-authored paper on the system later presented at the Usenix LISA conference.

SYNOPSIS, INC., Mountain View, California • 1995 to 1998

Software firm specializing in microchip design applications.

Senior Unix Systems Administrator – Technical Lead, Core Services

Managed enterprise-wide core services operations (DNS, NIS / YP, email, NFS servers)

- Led DHCP to launch in 8 days (vs. initial 30 day timeline); became DHCP subject matter expert.
- Decreased costs and deployment time by expediting transition to Solaris; improved on the Sun implementation model by enabling Solaris client installations to precede server upgrades.

EDUCATION

Extensive Coursework in Computer Science
William Rainey Harper College, Palatine, Illinois

ADDITIONAL DEVELOPMENT / TEACHING

Multiple Usenix LISA Conferences (Attendee and Tutorial Presenter)

TECHNICAL SKILLS

Software: Linux, FreeBSD, Apache httpd/tomcat, MySQL, DNS/DHCP, Nagios, Puppet, VMWare
Languages: Bourne shell, Puppet, PERL, C, Some Ruby/Java