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Specialty: “Hands-on” IT Sr. Operations Director with strong emphasis on automation, migration and adherence to KPI, Ownership Costs, Efficiency, Data Centers Scalability for High-Load systems.

Qualifications Summary:

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- 23 years managing a highly scalable project driven 24x7x365 “live” multi-tier global production: 1000+ servers, 7 data centers, multiple geographical locations, multiple time zones installations.
 - 15 years of managerial experience. Built effective and high-performing IT teams, including overseas/off-shore development experience. Managed in the capacity of MIS Director /Director of Operations up to 7 people.
 - Proven ability to build and manage teams that are technically proficient and equally responsive to business and technical concerns
 - Commercially and technically creative approach with excellent follow through, solving non-standard technical and architectural problems when priorities overlap
 - Pragmatic outlook to solving technical problems, helped many companies to create competitive advantage by using relevant technologies, multiple levels of automation and “self-healing” while combining best practices with low cost solutions.
 - Industries experience: Nationwide Retail, Wireless, Distributed software development, Data center, Data Mining, Call Center, Lead Generation, Market Research, Manufacturing, Investment Banking, Data Recovery, Education Institutions, etc.
 - **Graduate degree (Masters) in Computer Science from Moscow University of Management**
 - **University of San Francisco (Computer Science).**
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Experience

July 2011 to Present **Certain Software**

SENIOR DIRECTOR OF OPERATIONS, IT

Company Profile – Event management software solutions. 1,800 customers. 50 countries. Founded in 1994

Responsibilities: Managing global operations (US, UK, Australia), multiple data centers. Leading the scalable and resilient SAAS deployment, IT budget, performance metrics, automation, PCI compliance, system administration, capacity planning and DevOps

Accomplishments: created DevOps structure, multiple key performance indicators levels, Level 1 (top tier) PCI compliance, version controls for operations, hired all new SAGE Level III, IV sysadmins

Key IT Technologies: Cfengine, Jira, Confluence, Bamboo, SVN, LAMP, Ganglia, Nagios, F5 BIGIP

Operating Systems: RH Linux, Windows 2003/2008

Data Centers: Savvis (tier 1)

December 2010 to July 2011 **LookSmart (NASDAQ: LOOK)**

DIRECTOR OF OPERATIONS

Company Profile – LookSmart, Inc is one of the largest pay-per-click (PPC) search advertising networks, processing over 3 billion queries per day running on about 1000 servers. LookSmart is a pioneer of the online search advertising industry. Founded in 1997 (about 35 employees, \$51M revenue 2009)

Responsibilities: Recruited by restructuring search advertising company to streamline and lead the operations during the major transition. Responsible for all system and network operations, automation, monitoring, software releases, problem escalations, data center management (about 1000 servers), IT support, PCI / SOX compliance, monitoring, escalation/response, capex/opex budget, system capacity planning and third party contractors/vendors for 24/7 support.

Accomplishments: brought NetApp/F5 under full support, orchestrated and managed Cisco Edge router migration (VXR- 7206->ASR 1002), F5 Load Balancer 3900->8900, Netscaler LB-> F5 LB. Hired and transitioned the sysadmin team

Key IT Technologies: very large Cfengine, SVN, custom LAMP, Ganglia, Cacti, Nagios

Operating Systems: Debian Linux

Data Centers: Raging Wire (Sacramento)

Data traffic volume: over 2 Billion queries per day

Hardware: Load Balancers F5 3900/8900, about 1000 Rackable PC3-PC5 high performance servers, ,

SAN: Brocade FC Silkworm, Hitachi Data Storage AMS 2500 NAS NetApp 270 filer,

Languages: heavy *NIX scripting (shell scripts, awk, sed, grep, etc)

April 2007 to October 2010

Banks.com (formerly InterSearch Group) (AMEX: BNX)

DIRECTOR OF IT OPERATIONS

Company Profile - Banks.com, Inc. provides Internet search services through a combination of traffic aggregation and proprietary Websites. The company operates in various areas of Internet commerce, including paid search, direct navigation, and online marketing (about 40 employees, \$25M revenue 2006)

Responsibilities: Managing daily operations of a high-load high-performance web cluster site (millions of OpenAd / OpenX ads per hour). Responsible for implementing system architecture, effective problem resolution, capacity planning, rapid deployment and scaling of 7 data centers / 200 + servers. Working with engineering to make current applications more efficient. Implementing the best practices for aligning the IT goals with Banks.com core business and prioritizing the projects presented to the IT Operations group. Total ownership and overall responsibility for the implementation of enterprise level various IT projects. Responsible for all vendors and IT budget.

Accomplishments: Designed the new generation of IT automated infrastructure and effective processes: ITIL, SOX compliance, complete system automation, “on-shore/off-shore” development, version control and “self-healing”. Stabilized production environment and created IT policies, documentation and procedures for InterSearch. Designed and created a fully integrated Bugzilla / SVN / Wiki / MailMan / ViewVC “closed loop” code distribution system for the tag-driven release cycle. Deployed cfengine /puppet meta-monitored Nagios-driven infrastructure with strong focus on automation, version control, emergency rollback, security, efficiency, “self-healing” and operational excellence in all seven data centers (about 200 servers). Patched, configured, installed, tested and optimized many LAMP enterprise level packages: PHPlist, PHPMySQLadmin, PHPsyslog-ng, OpenADs, WordPress, Awstats, webalizer, complex Sendmail/DK-filer, etc. Created and deployed multiple IPsec vpn tunnels for off-site locations. Supported complex Control-M jobs scheduler (ETL, Datastage, MySQL feeds, replication, etc). In sysadmin capacity re-deployed asymmetric routing for 2 independent ISPs, 6 firewalls and 6 VLANs. Designed automated IDS robot.

Key IT Technologies: highly custom LAMP (Linux+Apache+mySQL+PHP), Cfengine (incl. classes, modules and methods), Puppet, VSS, SVN, VmWare, SVN, Nortel BCM 400 telephony., Iptables/Ipchains, Nagios > 500 agents (with Nagios plugins, NexSM), Kailea monitoring, Cisco VPN 3000 concentrator, Winbind/Kerberos, OpenVPN, Net-SNMP, SNMP, SMTP, NFS, DSSH

Operating Systems: Linux Flavors: CentOS, Red Hat 7.2/ES 3/4; Fedora FC4/FC5; Gentoo 2.6.15+. MS Win2000/2003, Vista (+SFU/Winbind/SAMBA/Kerberos/LDAP) , Solaris 9

Databases/Office Productivity Tools: MySQL, QlickView, EquityEdge, MS Office 03/07

Data Centers: Verio, Server Matrix / thePlanet, AKAMAI - WebEDGE, BMC Control-M, IBM Data Stage

Data traffic volume: 5-10 Gb daily

Hardware: CISCO PIX firewalls / VPN Concentrator, pfSense firewalls, Coraid, VLANs, RAIDs

Languages: heavy *NIX scripting (shell scripts, awk, sed, grep, etc)

January 2007 to April 2007

Restoration Hardware (NASDAQ: RSTO)

SENIOR SYSTEM ADMINISTRATOR

Company Profile— a specialty retailer of hardware, furniture, lighting, textiles, accessories and related merchandise (about 1600 employees. 103 locations, 30 states, \$600M revenue)

Responsibilities: Senior level high visibility function that oversees and manages all Restoration Hardware e-Store (+\$25M monthly) Solaris / Linux environment (over 50+ blade servers, over 10 Tb capacity) tightly integrated with LDAP/ Windows 2003 AD. Updated the corporate Sacramento based TIER4 data center. Responsible for IT SOX / Auditing: version control, change management board, problem management, revision history and required version control. .

Accomplishments: Created automated MS DHCP/TFTP driven PXE-based installations of Solaris 10 with intelligent “machine class/role aware” post-install slipstreaming of Software updates, into JASS (Jumpstart Security Kit 4.2) / JET (Jumpstart Enterprise Technology) Subversion (SVN) controlled framework.

Technologies: Sun Fire 210/280/440R, AMD 64 x4100/x4200. SiteScope for over 100+ locations, Solaris SolidCore intrusion protection system, PXE, IP/Serial KVM, Linux Kickstart. NetBackup Win 2k3 / Solaris /Linux

Operating Systems: Sun Solaris 9/10, Linux Flavors: Red Hat ES 3/ES 4; Fedora FC4/FC5; Gentoo 2.6.15+. MS Win2000/2003

March 2006 to December 2006

ALIGO, Inc.

DIRECTOR OF OPERATIONS

Company Profile – wireless software maker (50 employees San Francisco, CA / 20 employees Atlanta, GA, revenue about \$5M). *The company was acquired in December 2006 by Oregon based wireless software maker Corrigo (<http://www.corrigo.com>).*

Responsibilities: Critical “director-level” function responsible for all corporate IT operations, processes and procedures in the very high volume wireless company in multiple locations including product deployment strategy, load balancing, vendor selection, outsourcing agencies and security policies..

Accomplishments: Created automatic 30+ servers updates and WorkTrack distribution/version control via use of custom classes/objects in Cfengine Server Automation tool. Designed and implemented the “fault tolerant / self healing” framework for multi-tier architecture. Rolled into production a cluster of deployment/monitoring enterprise level scripts for 200+ parameters via Nagios. Created cluster update / monitor (Ganglia) / web log consolidation system. Administered corporate knowledge base Wiki / Tiki and bug-tracking (BugZilla). Installed and optimized IDS (chkrootkit, iptables, MD5/CFEngine. Integrated W2K/Linux/Mac servers. Converted 10GB Windows/Linux CVS to Subversion (SVN)

Technologies: SubVerson/LinuxCVS/winCVS/Eclipse version control; Nagios; Ganglia/RRD; Cfengine with object classes, Tripwire. CISCO PIX515

Telephony / Call Center: AltiGen PBX (200 extensions) VOIP San Francisco/Atlanta, CDR call accounting

Firewalls / Intrusion Detection / Protection systems / Security / Cryptography: CISCO 2851 QoS / IOS systems, CISCO Pix 515e, FW-2-FW, CL-2-FW VPN, WebVPN, ThickClient VPN, vpnc, AAA, ACL, Radius, Java Keytool/KeyStore Crypto, OpenSSL, OpenSSH, TripWire, CheckRootkit

Operating Systems: Linux Flavors: Red Hat ES; Fedora 4,5; Gentoo 2.6.15+. MS Windows 2000 / 2003

Web Technologies: Apache, JK, Tomcat, VeriSign PKI Managed 10+ SSL Certificates for cluster

Protocols / Services: ODBC/JDBC (MySQL, Tomcat), GPS /ESRI / Sprint ping servers, LDAP directory setup, IMAP /POP3 /SMTP/WinBind / SAMBA, ProFTP/vFTP, GNU PG /PGP encryption, CfEngine, SVN/Web_DAV

July 1997 – March 2006

Tactical TeleSolutions, Inc.

DIRECTOR OF MIS

Company Profile– B2B data processing / ASP / High End Lead Generation / Call center (50- 200 employees. San Francisco, CA, revenue \$3-\$10M)

Responsibilities: High visibility management “hands-on” position: managing up to 7 developers in the IT / Telephony department. Wholly responsible for setting up, fine tuning, optimizing the high volume 24x7x365 data center consisting of 12 heterogeneous Linux/NT/W2000/IBM AIX servers and 275 workstations. As “hands-on” manager directly set-up and managed multiple projects: “B2B” lead generation / telemarketing campaigns in the heavy and complex data traffic / customer driven environment.

Accomplishments: Built a team of 7 IT sysadmins. Designed the corporate data processing center from ground up. Performed several functionality structure upgrades (Novell Netware-> Windows NT-> Red Hat Linux -> Gentoo Linux, PostOffice->MS Exchange -> CommuniGate, MS SQL-> IBM Informix) to achieve the maximum operational performance under multiple budgetary cuts. Initiated, planned, directed, orchestrated, tested and deployed the telemarketing applications suite (Scriptor Suite – 9 applications) – **the production timeline reduced from two weeks down to 20 min.** Performed three relocations of the server farm (12 servers).

Databases: IBM Informix 7.31. 9.30, 9.40, MS SQL 6.5/7.0

Technologies: MFC42 (MS Office Pro (95/97/2000/2003), MS Visio (different versions), MS Server Studio (InterDev 6.0), MS Project, etc), BDE, CommuniGate CLI, Salesforce integration via sockets, Veritas/Seagate BackUp Exec

Telephony / Call Center: Fujitsu ES 9600 (200 stations), Eyretel Digital Recording, Call Trol (Buffalo) open/power/predictive dialing systems, ORACLE IntelliCenter, OS/2 VoiceMail TranSend, Fujitsu / SCO UNIX call accounting, CTI

Operating Systems: Windows 95/98/ME/2000/2003/ XP , Linux – (Red Hat 7, 8, 9, Mandrake, Gentoo 2.4.22 / 2.6.9)

Messaging Systems: FAX Server Castelle/ Fax Press, CommuniGate Pro, MS Exchange (4.*, 5.*), PostOffice, UNIX Mail

Transaction Systems: WebAuthorize (VISA/ MC), CyberCash, FAX / Email out / in automated data processing via robots.

Protocols / Services: ODBC (Oracle, MS SQL, Informix) , SQL 92 , LDAP directory setup, TCP/IP - UDP/TCP (UNIX stack, MS stack) , IMAP /POP3 /SMTP(CommuniGate), SAMBA (2.*, 3.*), DHCP / FTP (ProFTPd, WSFTPd, BeFTPd) , HTTP/HTTPS DNS (MS DNS, Bind 4.*, 8.*, 9.*), NIS (Linux), SSH , VNC, Radmin, Rsync, EDI, XDMCP for Linux.

October 1996 - July 1997

CIRCA Corporation

NETWORK MANAGER/EDI ADMIN

Company Profile— design and manufacturing of belts and leather accessories (170 employees. San Francisco, CA).

Responsibilities: Corporate network (170 employees) and Electronic Data Interchange (EDI) support, development and troubleshooting of the complex corporate in-house built asset tracking/financial software.

Accomplishments: Mastered and deployed new EDI standards for the factory environment, deployed WinFrame application suite

Technologies / Transaction system / Languages:- EDI, ProEDI (ANSI X12 / 850, 852, 847, etc.)

Operating Systems: Netware Novell 3.*, 4.*, MS Windows NT 3.5*/4.0/95, Citrix WinFrame, DOS

Databases/Office Productivity Tools: FoxPro 2.6 LAN, AS/400, MS Access 95/97, MS Office 95/97

October 1995 - October 1996

OLMA Investment Company

MIS MANAGER

Company Profile - investment banking (100 employees. Moscow, Russia)

Responsibilities: Projected, maintained, analyzed and supervised computer information flow (Reuters 1000+ TCP/IP push-clients + RTS) in the equity research department.

Accomplishments: Installed and deployed REUTERS Financial Application Suite (REUTERS 1000+/3000) for the financial data mining ("back office") . **Technologies / Transaction systems / Operating systems:** REUTERS FINANCIAL, Win95/NT

Databases / Office Productivity Tools: MS Access 95/97, MS Office 95/97

January 1992 - August 1995

Data Rescue Services

SOFTWARE ENGINEER

Company Profile - data protection services (10 employees. San Francisco, CA)

Responsibilities: Data protection and data recovery. Expert knowledge in IBM PC hardware and system software:

Operating Systems/ OS Structure: XX-DOS (2.0 – 6.22) OS kernel, MBR, FAT, Root-dir and other low-level OS functions.

September 1989 - January 1992

State University of Management

SOFTWARE ENGINEER

Company Profile - (State University in Moscow, 3000 users. Moscow, Russia)

Responsibilities: Assigned to Dean's Office for computer / user support and training issues.

Accomplishments/ Projects: Computerized the document flow in the Dean's Office. Developed a number of relational databases and computerized office automation routines. Responsible for computer support for Applied Mathematics department.

Education:

Masters Degree - Computer Science (Computer Applications in Management), State University of Management -- (1994) Moscow, Russia.

University of San Francisco - Computer Science as a foreign student exchange (1992-1993)

Certifications, professional and personal references and diplomas are available upon request

US CITIZEN