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Specialty: “Hands-on” IT Manager/Director/Operations Director with strong emphasis on Key Performance indicators, TCO, efficiency, data center scalability for high-load, security and “self-healing”

Qualifications Summary:

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- Unique combination of “hands-on” effective IT management experience, deep technology knowledge, best practices implementation and systems integration.
 - 15 + years managing a highly scalable project driven 24x7x365 “live” multi-tier production (1500+ workstations, 100+ servers, 7 data centers, multiple 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.
 - 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, introduced 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

April 2007 to Present

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: Key IT Operations “hands-on” position responsible for implementing system architecture, problem management, capacity planning, deployment and daily IT operations of 7 data centers / 200 + servers nationwide. Responsible for aligning IT goals with Banks.com core business and prioritizing the projects presented to the IT Operations group. Designed new generation of technology and processes : ITIL, SAS70, IT Sarbanes-Oxley, complete system automation, distributed development, advanced version control and “self-healing”. Total ownership and overall responsibility for the implementation of various IT projects.

Accomplishments: Stabilized and created policies, documentation and procedures for a Internet search company. Created version and release control via Subversion/Cfengine, implemented virtualized development environment by introducing multi-homed VmWare servers / “sandboxes”. Converted Visual Source Safe (VSS) to Subversion (SVN). 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 for detailed monitoring and system administration 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 clients: Eclipses (Subclipse), SubCommander, Tortoise, WebDAV / HTTPS access to SVN, Sun A1000 RAID, 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, patches, control tier applications into JASS (Jumpstart Security Kit 4.2) / JET (Jumpstart Enterprise Technology) Subversion (SVN) controlled framework.

Technologies: SCSI A1000/D1000 for Sun blade servers, 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. Enterprise level NetBackup Win 2k3 / Solaris /Linux, Solaris mirroring (MD)

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

Databases/Office Productivity Tools: SAS, 64-bit Cobol for IBM RS/6000 SMIT, Oracle 10g, Hyperion, etc

Protocols / Services: ODBC/JDBC

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

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, multi-tier system clustered servers architecture and migrations, service operations, fault tolerance / load balancing, vendor selection, outsourcing agencies and security policies. Supervising and training the IT Manager. Responsible for capacity planning, problem/incident management and service escalation.

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 repository to Subversion (SVN) collaboration. Ported and migrated load balanced data clusters (1 TB) . Restored and ported corrupted Linux installs (LVM2 RAID5 Linux: FC4 / Core5 / Linux). Established departmental policies and procedures for Service Level Product Architecture and Service Level Agreements with all vendors. Designed and troubleshooter Tomcat JDK application cluster under production loads (ANT)

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 between San Francisco/Atlanta offices, 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

Databases/Office Productivity Tools : mySQL

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, , HTTP/HTTPS DNS /DNS-Tsign, ProFTP/vFTP, GNU PG /PGP encryption, CfEngine, Web_DAV

Languages: heavy automation / scripting (Windows, DOS, UNIX / Linux shell scripts, awk, sed, grep, etc), HTML

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 superteam of 7 IT people. 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. Architected and created a cluster of servers and scripts, policies and procedures to streamline and automate sysadmin tasks. 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

CRM Packages: Salesforce integration, In-house built “closed loop” CRM

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

Firewalls / Intrusion Detection / Protection systems : CISCO 17** / 25**, SMC Barricade, SonicWall (Pro, 2040, 3060), ZoneAlarm, McAfee, Norton Internet Security, System Works, LINUX Tripwire, LINUX checkrootkit, PAM auth. tweaks.

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.

Languages: scripting (Windows, DOS, UNIX / Linux shell scripts), cron, XML (SalesForce), HTML

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: Support the corporate network (170 employees) and Electronic Data Interchange (EDI) with Macys's, GAP, Target and other major vendors through VANs. Daily updates, development and troubleshooting of the complex corporate in-house built asset tracking/financial software for the 24x7 production, system documentation and support for 170 users.

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. Created the low cost solutions for the information flow.

Accomplishments: Installed and deployed REUTERS Financial Application Suite (REUTERS 1000+/3000) for the financial data mining ("back office") . Created and maintained analytical reports for equity research department.

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

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