

Glen Parker
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<http://www.glenparker.net/resume.php>

Career Objectives: To work in a place that lets me manage awesome databases. A place where I'm able to take apart a system, look at the underlying mechanics, and find ways to make that system run faster and more reliably. To be part of a team capable of producing a smart, stable system that run fast, looks good, and gives the customer everything they need.

Employment:

University of South Florida, Academic Computing
Oct 1999 -> present
Title: System Administrator
Duties:

- Blackboard online courseware administrator, server administrator, database administrator, and third tier end user support.

== System Administration

- Administer servers running Sun Solaris 8/9, Redhat Linux 7.3.
- Normal system admin duties, installing OS, partitioning disks, installing peripheral cards and drivers, configuring external SAN storage.
- Installing BigBrother monitoring software, writing custom BigBrother monitors for Blackboard application.
- Perform routine system maintenance, capacity planning, log rotation & system patching.

- + Specify and recommend server/storage configurations which were eventually purchased.

- + Design and install highly available, load balanced Blackboard environment using Sun Cluster 3.0. Configure Apache 1.3.31, mod_perl 1.24, tomcat 4.1.27 for performance.

- Ported Blackboard building block from MS-SQL to Oracle.

- Wrote tool to perform nightly update of card center photo database with Samba and rsync.
- Worked directly with Blackboard engineers to analyze and solve performance problems during an upgrade. Identified numerous inefficient SQL queries and schema deficiencies, supplied improvements which were included in subsequent updates.

== Software Development

- Develop scripts in PERL, Bourne Shell & TCSH for system automation.
- Analyze database data, system monitors, and apache logs to determine application usage, perform capacity planning, and to develop management reports.
- + Wrote web based tool in perl & php to allow administrators and helpdesk support to assist students with Blackboard problems. Reduced average helpdesk response time 20 minutes.
- + Worked with in-house developers to support development Blackboard modules in java. Frequently called on for assistance with SQL inefficiencies.

== Database Administrator

- Install and configure Oracle 8i, 9i, 10g,
- Create new database instances.
- Tune SQL queries using sql_trace and Statspack
- Monitor space usage and alert_log for server problems.
- + Designed layout of 24-disk 3510 Storage array for performance.
- + Develop script to perform nightly hot backups to disk. Tested backups regularly.
- + Developed, tested, and implemented plan to migrate production database to new hardware platform.
- + Create additional indexes on 3rd party tables once need and impact were determined.

== Customer Support

- Work directly with faculty to resolve application-related issues.
- Phone support and in person consultation.

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University of South Florida, Academic Computing

Jun 1995 -> Oct 1999

Title: Junior System Administrator

Assist in administering servers running Sun Solaris 2.4, 2.5, 7, Redhat Linux 6.2. Normal system admin duties, installing OS, partitioning disks, installing peripheral cards and drivers, configuring external SCSI storage.

Installing BigBrother monitoring software, tripwire intrusion detection software, apache web server, majordomo mailing list software. Maintaining user accounts and directory permissions on multi-user web server. Perform routine system maintenance, log rotation & system patching. Configure sendmail.

Wrote web based tools in perl to let students register for admission to departments, and let administrator review the applications online.

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Bob Knight Photography
May 2001 -> present
Title: Photographer
Freelance graduation photography, Public relations photography.

Skills and Languages:

Database Technology: Oracle 8i, 9i, 10g, sqlplus, oracle enterprise manager(OEM),

Oracle network services(NET8), JDBC

Mysql 3.23, 4.1

Berkeley DB4

Languages: perl, php3, php4, C, java, Bourne Shell, TCSH, SQL

Unix Tools: samba, rsync, sendmail ???

Web Technology: apache 1.3, apache 2, tomcat 4, mod_perl

Client OS: Windows 98 & XP, Mac OS X, Linux Fedora Core 2,

Redhat Linux 7.3

Server OS: Solaris 7/8/9, Redhat ES 2.1, Redhat 7.3

Conference Presentations:

Mining the Blackboard: Who's using your system?

3rd Annual Blackboard Building Blocks Developer Conference

July 18-19, 2005

http://www.glenparker.net/files/Mining_the_Database_July_2005.ppt

Administrative Strategies for a Large Installation of Blackboard

Blackboard Users Conference 2000, Washington, DC, Nov 3-4, 2000

http://isis.acomp.usf.edu/ACT/Bb2000/blackboard2000_v3_document.htm

Education & Certificates:

- Oracle 9i OCM - 2006 (pending)
- Oracle 9i OCP - 2005

University of South Florida, Tampa FL

- B.A. Mathematics - 2000 (GPA 3.63/4.0)
- B.S. Computer Science - 2000 (GPA 3.74/4.0 ; With Honors)