

Curriculum Vitae – Ralph Bolton, Technical Solutions Architect

Name:	Ralph Bolton	Nationality:	British
Date of Birth:	1973		
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Overview

I am a Solutions Architect, able to find, diagnose and resolve problems in complex IT projects spanning multiple machines, technologies, vendors and operating departments. With proven Architecture and Systems Administration skills with **Redhat Linux, Windows**, networking, security and firewalling, I am able to work closely with anyone from technicians to senior managers to resolve issues. I own problems and work pro-actively and pragmatically until their resolution.

I am uniquely able to analyse complex situations, understand them, break them down into workable pieces and report to all levels of an organisation in plain language, understood by everyone, regardless of their technical prowess. Gifted with excellent judgement and broad experience, I am also able to direct decisions towards an optimal, practical and deliverable solution. Then also able to follow up and ensure actual resolutions are realised into production.

I have worked on large and massive scale media, financial and government projects providing service to large numbers of users. Such projects have been **Apache, Java/J2EE, Websphere, JBoss** or **SAP** based, predominantly utilising **Oracle, MySQL**, proprietary and **mainframe** back end systems.

Skills

Highly experienced Unix systems administrator and architect. Competent to specify, set-up and maintain **mission critical**, high availability **Redhat Linux** systems, working in mixed vendor and highly complex environments (both 'big iron' and commodity hardware based). Able to diagnose and resolve issues transcending traditional skills discipline and supplier/client boundaries, facilitating solutions and working with specialists in each area as necessary.

Uniquely talented at 'translating' complex technical situations and concepts into plain language that is easily understood by all levels and disciplines of an organisation. Able to simplify difficult concepts without dropping details to effect resolution or progress. Then able to work with all levels and all departments of an organisation to actually deliver solutions.

Experienced systems manager, with good understanding of security, capacity planning, performance management, release process and change control. Also have experience of massive-scale 'user management' by **global DNS traffic control**, network **VIP control**, **system/site fail-over** and 'tactical downtime'. Have worked in mixed vendor/technology environments consisting of **Linux, Solaris, Windows** and appliance based systems including **Netapp NAS** systems.

Fully conversant with numerous web and network technologies and applications, such as **virtualisation, networking, firewalls, security** and system hardening. Have worked with multi-tiered systems consisting of **Apache, JBoss, Tomcat, WebSphere, MQ Series, Oracle, MySQL** and others.

Advanced **Perl** and **PHP** programming experience, mostly in web enabled tools and applications. Have thorough knowledge of system interactions over networks, hacker prevention and security. Have used, developed and maintained numerous applications in this area. Good understanding of Unix shell programming in **Bourne Shell, Perl, Sed, Awk** etc.

Knowledge of various miscellaneous technologies such as **firewalls (CheckPoint, SonicWall** etc.), **Windows/Unix DNS, DHCP, printing** (including **IPP**), **SSL, Secure Shell (SSH), IIS, BackupExec, VNC, NAT, PGP/GPG, Solaris Jumpstart, NFS, NIS, SMTP**, etc. Some **Weblogic, iPlanet** etc. **OpenSTA, Load Runner** and other load testing tools. Modest experience of **SIP VoIP**. Some knowledge of the physical aspects of IT, such as environment, cabling, safety etc.

A modest knowledge of French and German.

Full driving license.

Employment History

Present: Solutions Architect, Yahoo! (Permanent). Working in Service Engineering solving problems spanning responsibility boundaries across a number of properties including European Front Pages, Yahoo! Answers and Mail, as well as in back office services such as Yahoo!'s CDN, networks and traffic management.

Created a web based, and CI-integrated tool to analyse web pages and identify potential delivery cost savings. Identified, demonstrated and facilitated operational cost savings globally across Yahoo! in excess of \$5,000,000/year. A part of this work produced a CI-integrated file optimiser for images, JS and CSS files. Both now in use in various Yahoo! properties' around the world.

Developed a means to correctly configure Redhat systems 'speedstep' feature on modern hardware to balance performance and power consumption (a problem affecting thousands of machines in Yahoo!). This tool was adopted by Performance Engineering for global deployment on affected systems.

Was one of the small team of volunteers that re-architected and rebuilt the wireless Internet access at Open Hack Day 2009, following several hours of poor service to the very technically literate guests.

Systems Architect and Stress Testing Technical Facilitator, Fujitsu Services (Contract). Providing technical guidance, interpretation and solutions facilitation to stress testing activities and providing architecture skills to a large, complex SAP based ERP project at a government department.

Managing Director, Pre-Emptive Limited (Self Employed). Developed and marketed a web search engine appliance product. Primarily performing sales and marketing activities, customer meetings, evaluations etc. and software development work, accounts and financial control.

WebSphere/Unix Administrator, Logica CMG (Contract). Working at a major insurance company customer site, performing various WebSphere and Unix related administration tasks.

Support Manager, Brokat/Cambista (Permanent). Brokat developed a pre-J2EE application server used to provide Internet banking services to early-adopter banks. Cambista later bought Brokat UK and sold a J2EE application for corporate and business banking.

Hired to provide support to financial institution customers on company products and developments (on and off site and helpdesk). Often working hands-on with 'snagging' issues during implementation/test of new multi-tier, multi-vendor, multi-technology solutions or during architecture design stages at customers including **The Co-Operative Bank (smile), ABN Amro, GE Capital, Orbian, first-e, American Express** and others. Managed support for the company, at one time managing two staff, supporting the business and customers including **Post Giro, Steria** and others. Also responsible for internal systems administration, implementing and running Unix and Windows systems, producing documentation, procedures, and working within budgets, managing suppliers etc. Heavily involved in creating support offering for the company (SLAs, Service Descriptions etc.), and supporting company users and developers during product R&D.

Internet Systems Specialist, Siemens Business Services. Managed and deployed firewalls and web access equipment for Siemens group companies and SBS customers.

Graduate Unix Systems Developer, Mitel Semiconductor. Responsible for company wide systems projects, deployments and site support.

Education

Degree	Upper Second Class with Honours in Digital Systems Engineering
BTEC	Ordinary National Diploma in Electrical and Electronic Engineering
GCSEs	English Language, English Literature, Mathematics, French, Physics, Chemistry, Economics, German, CDT.

Hobbies and Interests

I run quite a bit (occasionally for charity), as well as rock climb, cycle and walk. I'm also a qualified ski instructor. Other than that, I'm often out with friends, pubbing clubbing, or having curries/burgers etc.

Referees

Please contact me for current referee details.

This version of this document has been redacted. Please contact me for the full version.