

# **Curriculum vitae**

## **Eric Noort**

*Unix/Linux Consultant*

Confidential

## Personal Information:

Name : Eric Noort  
City : Zwartewaal  
Birth-date : 09-08-1978  
Marital status : Married  
Children : 1  
Nationality : Dutch  
Years of experience in IT : 12  
Languages : Dutch, English

## Personal Description:

Throughout my career, I've seen all aspects of automation. Starting at a local distributor of end user hardware (a local store), and moving on to be operator at EDS International, where I received intensive training in all that has to do data-centers and mainframe, Linux/Unix, VaxVMS, AS400, and so on. After that technical application management, and Linux Consultancy.

I was able to participate in several challenging projects in which my skills further developed. In doing so, I've always been passionate about finding the core of the problem(challenge) from a technical point of view, and build a robust solution that addresses both the technical requirements, as well as the business needs.

For me there is always something to learn, and I am always on the lookout for new and better ways to manage situations, also both technical, en business-wise. A special interest of mine is programming, and I started to learn C/C++ for a more keen understanding about the operating environment and its sub-processes.

I am fluent in both the Dutch and English languages, spoken as well as written. I work well independently, or as a member of a team.

## Specific Education:

Education:	Cert:
The programming language C (AT Computing 2010)	*
RedHat RH302 RHCE EXAM (2009)	*
RedHat RH300 Rapid Track (2009)	*
RedHat RH133 Certified Technician (2007)	*
Kepner and Tregoe Resolve Course (2006)	*
EDS Asset Management (2006)	-
Security Awareness (UN276) (2005)	*
Ca Unicenter NSM: For the Operator V 3.0 (EDSU) (2005)	-
Ca Unicenter NSM: Administration and Implementation(UN210)2005	*
Ca Unicenter NSM: Advanced Administration and Implementation (UN275) 2004	*
Ca Unicenter NSM: Enterprise Monitoring in a Secure and Fault Tolerant Environment	-
Solaris 8 SYSTEM ADMINISTRATOR I	-
Solaris 8 SYSTEM ADMINISTRATOR II	-
Compbating Bribery – A Global Concern	-
Digital Workflow (Release 2.0) Course One(L1&2RM,IM,IMAC,&SRM)	-
Information Security and Privacy Awareness	-
Primavera/Evolve End User Training.	-
Export Control	-
Unix Fundamentals	-
Unix Shell Programming	-
ITIL Foundation Certified	-
MCSE compleet trajet	
Installing, Configuring, and Administering Microsoft Windows 2000 Professional (70-210) (2001)	*
Installing, Configuring, and Administering Microsoft Windows 2000 Server (70-215)(2001)	*
Tivoli Management Framework 3.7 (tm015)	-
Tivoli Distributed Monitoring (tm018)	-
Tivoli Enterprise Console (tm090)	-
Introduction to dataprocessing	*
Basic Hardware	*
MVS ISPF	*

## **Fields of Experience:** Information Technology, Government, Science **Knowledge:**

### **Hardware**

General-  
hardwareknowledge  
Data-center management  
Dell PowerEdge 19xx  
Dell PowerEdge 26xx  
Dell PowerEdge 29xx  
Hp Proliant DL380/385  
G4, G5, G6, G7  
Sun Netra T1  
Sun Fire v120, v440,  
T2000, v245  
Sun T3, T4 Disk array  
Sun Blade 2000, 2500  
Sun SPARC Enterprise  
T5120, T5220  
SCSI Hardware  
RS232

### **Software:**

CA Unicenter  
BigBrother  
Tivoli  
Netview  
BMC Patrol  
Office  
Internet  
Vantive  
ServiceCenter  
TopDesk  
OpenLDAP  
Bugzilla  
IPPlan  
Postfix  
Dovecot  
BIND  
IPTables

### **Methods:**

ITIL/ASL  
ISO9002  
KT Resolve

### **Operating Systems:**

MSDOS  
Windows NT  
Windows 2000  
Windows 2003  
Windows XP/ME/98  
Sun Solaris 8/9/10  
Linux:  
Redhat  
Debian  
Fedora  
Ubuntu  
Suse

### **Databases:**

MySQL  
Postgres  
Ingres  
sqlite  
Berkely DB

### **Security:**

LDAP, SSL, SSH,  
PKI, RADIUS, RSA Tokens,  
Certificates, IPTables

### **Programming languages:**

C  
Python  
Perl  
Shell:  
bash korn etc.  
PHP  
HTML  
css  
Javascript  
SVG  
Sieve

### **Network:**

TCP, UDP, IP, Ipv6  
IMAP, POP3, SMTP  
FTP, VPN, DHCP, DNS  
SNMP, SSH, NFS, SAMBA  
SSL, PKI, LDAP, RADIUS  
ISDN, PSTN, xDSL, Fiber

### **Tools/clustering:**

Nagios  
Big Brother  
HP Openview  
CFEngine  
Heartbeat: Linux HA  
DRBD  
OCFS2

## Experience:

**Branch** : Government  
**Organization** : Rijkswaterstaat  
**Period** : March 2007 to present  
**Function** : Senior Linux Consultant  
**Environment** :RHEL, Debian, CentOS, Solaris, SUN, HP Proliant, HP thin-clients, BigBrother, Nagios, Alarmpoint, OpenNMS, IPPLAN, Wiki, Topdesk, custom software, PHP, HTML, CSS, SVG, C, python, MTM2, Monica, git, CVS, SVN

### General Description

RWS is a large government organization, with the responsibility of managing transportation in many forms, over the road or by water. Within the organization there is a team called "ISM Beheer TAB DVS Linux" which I am a part of. This team is responsible for maintaining the hard/software used to digitally manage transportation by road, and the data-streams that are produced by the applications.

### Data-streams

My specific task was to ensure that the data-streams provided by RWS reach Traffic-centers, and external customers. These data-streams consist of data monitored along the road, like traffic information(speed, intensity). Sometimes data is enriched, and send-on in the new form. This is done by a very complex network of systems, that are inter-connected.

### Projects

#### *SystemImager:*

One of my first assignments was to build an automated installing system, using SystemImager. This is an Open-source project which uses a "gold image" to be replicated to new machines. One of the requirements was to adapt the installation procedures, so minimal interaction was required.

#### Scope:

100 systems installed.

#### *Thin-clients/workstations:*

RWS used Sun workstations to display their applications to the traffic-controllers. Hardware needed to be replaced, and Sun stopped producing workstations. We used thin-clients, as display terminals with up to 4 screens. We also developed our own distribution called USP/UBP based on RHEL 5/6 as OS for these workstations. The Solaris application was installed on Solaris Zones, creating Virtual work environments, and connecting them via Xephyr(X), and VNC.

#### Scope:

25 Solaris Servers, hosting 150 zones. 100 thin-clients, and numerous installations of UBP on different hardware.

#### *LDAP:*

When I started at RWS, they still used local user accounts. One of my projects was to replace this with centralized user administration. OpenLDAP was implemented for this purpose. Migration of applications and users to this system is an ongoing process.

#### Scope:

6 servers, 1 master, 5 slaves. Currently over 100 user accounts.

#### *ADYREP:*

There was a need for an analytical tool whose purpose was to measure the quality of data monitored along the road. Thousands of objects send of should send information about speed and flow. We needed to know how much was coming in and how much of that data was valid. I was asked to write this program in the programming language C.

#### scope:

+/- 30.000 objects delivering data across the country.

#### *Clustering:*

The motor traffic way management application uses a database(Ingres) which was installed locally on the application server. Together with a colleague I was asked to create a clustered system, for hosting the database. We used DRDB, and heartbeat to do so.

Scope: 10 cluster-nodes for 5 clusters.

#### *Party-line FEP's:*

RWS uses a very old but robust protocol for connecting to the systems that are placed beside the road, called party-line. There was still a DOS application running to handle all communication, real-time. RWS had the software ported to Linux, and we replaced all old DOS machines with Linux servers. To test communication some analytical tools were written in C.

#### Scope:

30 Servers, 350/400 party-lines, 20.000 wks machines.

#### **Traffic way management**

The motor traffic way management (MTM) software used by RWS is a custom in-house written application. Our team does the technical application management for this application. I have a primary role in this. We are also responsible for keeping the chain of applications used in the different control-centers up and running. This requires 24x7 on-call duty.

#### **Platform Maintenance**

RWS has in-house developed platforms called USP and UBP. These are a server, and a desktop distribution based on RHEL 5/6. I originally developed UBP, and help in maintaining both platforms.

#### Scope:

150/200 installations of USP, 200/300 installations of UBP.

#### **Internal Education**

RWS uses support engineers at medior and senior level. RWS expects senior engineers to actively do "training on the job" for medior engineers. This is also one of my tasks.

#### **Documentation**

The internal documentation tool used is media wiki. Here we have all technical documentation, work instructions, brain-dumps, FAQ's, and what-ifs. Official documentation like manuals, project documentation, and changes/incidents, are provided via intranet, word/pdf documents, and topdesk.

**Branch** : Science  
**Organization** : Springer SBM  
**Period** : June 2006 till December 2006  
**Function** : Unix/Linux Consultant  
**Environment** : RHEL, Solaris, SUN, HP Proliant, wiki, Custom Software.

### **General Description**

Springer SBM is a leading global scientific publisher, with about 55 publishing houses in 20 countries around the world, and more than 45000 titles online. It had a large variety of hardware and software, containing Unix(solaris) and Linux(RedHat), and a San. They use in-house developed software for book-storage.

### **Support**

My basic assignments was to work along the regular support staff, in supporting their Linux/Unix farm, and data-center, and occasionally backup and SAN support. There where some overdue maintenance tasks, both in Unix/Linux as in the Data-center, on which I helped them get back on track. One of which was to re-cable their data-center, without any disruption to productivity.

### **Projects**

I supported several projects during my time, in which I was technically responsible for the project and handover to production.

#### *MediaWiki*

3x Linux Server used for a media wiki project, running on the internal and external network.

#### *Oracle*

A Linux server used in internally to host all small databases used in the DMZ for public purposes.

#### *Web Server*

A Linux server for hosting a internal website that was currently hosted at another location on outdated hardware.

#### *OCS*

10 Linux servers that where to run a scientific conferencing software created to have authors connect with peer readers to have articles reviewed online before publishing.

#### *Solaris Zones*

The production, acceptance, and development environments for the in-house developed book-storage application needed to be moved from physical sun boxes to Solaris Zones.

#### *FTP*

There was a FTP server running for years, feeding all kinds of online services. Hardware was outdated, and needed to be replaced. There where hundreds of users/services using this FTP service. The assignment had three parts, one was no disruption to external parties, two was move it from Unix to Linux, and three was to map users still active for cleaning purposes.

**Branch** : Information Technology  
**Organization** : EDS International B.V.  
**Period** : 2001 till may 2006  
**Function** : Unix/Linux Consultant  
**Environment** : Mainframe, AS/400, VaxVMS, Sun, HP, Dell, IBM, Action Remedy, Vantive, ServiceCenter, Linux, hp-ux, Solaris, Tivoli, Unicenter, Patrol, HP Openview, SAP, html, php, Perl

**Production Support Analyst (2006 – 2007)**

Handling of large scale issues in the monitoring environment.  
Planning and installing new customer monitoring environments.  
Planning and executing upgrades on existing environments.  
“On the job training” of colleagues who handled smaller day-to-day incidents.  
Installing and maintaining the department Linux server holding the documentation, and knowledge base (Linux/Samba/Apache).

**Production Support Specialist (2003 – 2006)**

Maintaining the tool-set used to monitor the customer environments. Within this environment one of my sub-tasks was to create scripts for monitoring purposes, usually customer specific monitoring, using Perl, or VBS. Example: created an interface between Tivoli-TEC (operator messages) and a customer specific monitoring system on VAX/VMS.

Used Software / Operating systems:

- Windows 2000/2003 platforms
- Unix (Linux, Sun Solaris)
- CA Unicenter
- Tivoli
- BMC Patrol
- Netview
- HP Openview

**Operator (2001-2003)**

Monitoring of Hardware, software, and network components, batch processing, tape handling, bulk printing, and job scheduling. This environment included almost all types of hardware/software (mainframe, AS/400, VAX/VMS, UNIX, Linux, Windows and more). This was 24x7 environment, worked in 5 shifts, rotating weekly. After office hours, operations was global contact point for incidents, and escalations. When a global situation occurred, operations functioned as a crisis center, making the operator responsible for setting up conference-calls, maintaining familiarity with the incident, and rerouting calls to the correct destination. As a sub-task, I was responsible for installing/maintaining the Sun Solaris Test environment consisting of 8 machines.

**Service Desk(2001–2001)**

During my first 2 month I helped out on the OMC service-desk to get through the holiday season. It's primary task was user support for the customer DSM. Creating /deleting/changing user accounts, solving problems at this level, and be a first point of contact for the customer.

**Branch** : Information Technology  
**Organization** : Imha Computers B.V.  
**Period** : 1999 tot 2001  
**Function** : Sales / technician  
**Environment** : Windows, Linux, office, Custom hardware, Custom Software.

Imha is computer company who supplies services to end-customers, and small-businesses, usually Microsoft Windows environments, 3-5 servers, and up to 50 workstations.

**Sales (primary responsibility)**

Responsible for buying and selling computer parts, and office supplies. Advising customers on which computer setup to buy, and creating offerings. Managing the whole sales stream, from the offering to delivery, and keeping track of stock.

**Technician (secondary responsibility)**

Solving software and hardware issues for customer systems. One of my sub-tasks was creating cabling for customers ( network, printing ). Installing software purchased by the customer, and upgrades to their systems. I also maintained the internal company network and servers.

I handled all customer visits, when an upgrade needed to be done at the customer site, like new ISDN modems or software upgrades.

Also handled site upgrades of moves, like installing physical cabling at customer offices, and the hardware (servers, routers, switches, workstations) needed to get the office IT up and running.