

William Favorite

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Technologies / Languages

- C, C++
- Perl, Python
- AIX, Solaris, Linux, FreeBSD
- Systems automation
- DTrace, ProbeVue, SystemTap
- DevOps methodology
- ksh (88/93), sh, bash Unix shell
- SQL, PL/SQL, OCI, HTML, other 'languages'
- Software development life-cycle
- Unix internals & system programming
- Java
- OLTP, OLAP, DSS, big data
- Unix virtualization
- Pthreads programming

Work History

Bloomberg - New York, NY

Performance Team Manager

Nov 2013 - Current

- Organized a systems performance team to address application latency and throughput issues. This effort included hiring, training (internal & external), cross team & cross enterprise event management.
- Designed and developed a multi-threaded modular data collection framework that collected system statistics based on a flexible command language. The common core of this framework ran on Solaris, AIX, and Linux with platform specific modules unique to each OS.
- Consistently strove for, and achieved, a results based approach to our service model that saved the company untold millions in hardware spend.
- Managed development & documentation projects to push problem determination capabilities to users. We achieved a high level of service responsiveness, timeliness, and customer satisfaction while maintaining a zero attrition rate.

AIX Team Manager

Feb 2012 - Nov 2013

- Managed a team of eight members (with occasional additional contractors for a large data center migration project). This team was continually recognized for advances in service and capabilities. This team was responsible for systems that were unique (the largest AIX LPARs in the world), and handled data for the worlds financial markets.
- Lead my team forward in systems automation to include installs, management, and monitoring. Reduced defect rates and increased availability by replacing manual and semi-automated processes with a more reliable tools/framework based approach.
- Organized weekly training of all members of the team in areas such as new languages, tools, and methods. Trained and mentored my replacement who successfully managed after me.
- Primary author and organizer of a comprehensive scripting standard for all Unix platforms at Bloomberg.

Senior Unix System Engineer / Architect

Dec 2010 - Feb 2012

- Developed custom performance monitoring tools that help visualize system performance constraints in areas such VMM subsystem, system scheduler, and various I/O channels. These tools were designed to be approachable by team members at all skill levels.
- Created a replacement dirty block synchronization method in-line with application needs that reduced I/O and increased responsiveness. This change was later pushed back to the vendor and incorporated into the currently shipping product. This change alone saved millions of dollars in hardware spend for the platform.
- Worked with vendors to improve I/O capabilities of various network and storage interfaces to meet the demands of increasing market volumes due to automated trading. This included firmware, driver, and I/O subsystem improvements.

- Introduced / championed SDLC methodology and tools to the team.
- Assumed an interim management role. Successfully completed extensive in-house management training & mentoring to be promoted to the role of team manager.

Ergonomic Group - Westbury, NY ~ Nashua, NH

May 2008 - Dec 2010

Senior Unix System Engineer / Architect (Primary client: Bloomberg)

- Key resource in developing a dedicated IBM (System P, X, & Storage) practice.
- Worked closely with IBM AIX team and prominent AIX customer on the future feature set of the Vue language and the ProbeVue tool. Presented ProbeVue / Vue language at NY area Unix user group meetings.
- Provided approx one year of consulting / staff augmentation at Bloomberg in NYC working on development projects.
- Designed and deployed solutions using entire System P line from blades to mainframe-class systems.
- Worked with customers on activities diverse as performance management, managing a data center move, development efforts, deployment of new systems, and system requirements / design of solutions.
- Worked with sales team in meeting clients to develop and implement solutions for customer needs. Covered a diverse range of business; primarily health care and financial industries, but also retail and manufacturing.

Putnam Investments - Boston, MA

Sep 2007 - May 2008

Senior Unix System Engineer / Architect

- Wrote a comprehensive Unix standard to govern both current Unix deployments but to also forward looking views on future developments in the Unix marketplace.
- Wrote utilities in C, Perl, DTrace, and shell for reporting, performance monitoring, and daily management needs. Specifically, I wrote a tool to report multipath information from the native Linux multipath tool. This involved reviewing kernel code to determine (missing) functionality of the Linux multipath API.
- Wrote a Java (Swing) based utility to manage an entirely new Sun JumpStart process of my design. Wrote significant documentation of the tool, the process, and procedures of Solaris JumpStart at Putnam.
- Introduced of new concepts to the environment such as VLANs, ZFS, and DTrace.

Integration Systems (iSys) - Deerfield Beach, FL ~ San Juan, PR

Apr 2005 - Sep 2007

Senior Unix System Engineer / Architect (New England, Puerto Rico region SE)

- Designed, deployed, and managed solutions using IBM pSeries systems from p510 through p595 using whole partitions, DLPARs, and APV methods.
- Designed, deployed, and managed highly available solutions using HACMP, Oracle RAC, and related technologies. Deployed and maintained x86 solutions to include network and SAN configurations.
- Architected and supported ESX (x86) and PowerVM (Power) virtualization solutions.
- Certified IBM AIX instructor. Taught formal (official IBM) and informal training on IBM products and Unix concepts.

Detroit Edison - Detroit, MI (Contract Position)

Mar 2003 - Apr 2005

Linux / Unix System Administrator

- Implemented and scaled a Linux infrastructure from 2 initial servers to over 130 servers with over 12,000 users. Part of a greater team of engineers that was responsible for the operations of over 500 AIX, Solaris, and HP-UX servers.
- Developed standards and methods for server deployment, management, and monitoring to include written documentation, software tools, processes and procedures.
- Frequently used access to source code to solve problems with open source products.
- Developed several ITO agents and tools using C, Perl, and shell scripts for comprehensive Linux, Unix, and application event and status monitoring.

- Worked with vendors and company management to provide the best mix of support using in-house, public-domain, and vendor supplied support with the goal of providing the best open source support in an enterprise environment for the most reasonable cost.

Vicorp Inc. - Denver, CO (Temp / Contract Position)

Jul 2002 - Mar 2003

Project Manager (Disaster Recovery Project)

- Developed, deployed, documented, and managed a comprehensive Disaster Recovery plan for critical IT systems. This plan reduced a significant portion of annual IT expenses by leveraging existing company resources rather than relying upon expensive third party DR contracts.

GE Access - Littleton, CO

Feb 2000 - Jul 2002

Technical Solution Engineer (Oracle DB, Storage, & Unix)

- Developed applications & solutions focused primarily on Oracle (DB/App), storage (tier-2), and Sun (Solaris, Sun Cluster, Veritas) products. Developed VOS (Veritas-Oracle-Sun) and VOS derived solutions for GE Access.
- Developed a "one-click" Oracle install as an extension to the Solaris JumpStart process to include Veritas Volume Manager (VxVM) encapsulation. Solution was based upon industry best-practices, and included complete documentation.
- Evaluated new products and designs for possible inclusion in GE Access offerings. Evaluations were primarily concerned with storage and storage management products.
- Created benchmarking applications that generate OLTP and OLAP type loads against Oracle instances for the purpose of evaluating various hardware solutions. These applications were specifically designed to stress row chaining, database fragmentation, high volume inserts and deletes requiring relational integrity, and other problematic load issues.
- Created an automated web-based database configuration application that simplified Oracle deployments.
- Evaluated and benchmarked various storage solutions on software and hardware platforms using Oracle databases.

Lewan & Associates - Denver, CO

Mar 1997 - Feb 2000

Senior System Engineer - System Engineer (Pre/Post-sales)

- Provided support for HP-UX, Linux, Win-NT - Pre and post-sales engagements.
- Developed environmental control archiving applications for FDA validated systems.
- Was one of the first RHCEs under the new Red Hat certification program (class number two).
- Developed a Documentation ToolKit for Linux and Windows that was used to provide rapid documentation of installed servers / services. This included scripts and documentation templates to assist in the creation of a solid documentation foundation.
- Developed a Best Practices regimen for benefit of sales force, junior engineers, and system consistency in absence of policies at deployed sites.
- President's Club Member (200% of quota).

Intervening time includes positions related to my current work but either in a more junior capacity or on older technologies. These have been omitted in an effort to keep this resume relevant to future positions and under 4 pages. Information on these positions is available upon request.

United States Marine Corps

Jul 1985 - Jul 1991

Sergeant - Aircraft Firefighter

- Honorable Discharge with highest reenlistment code.
- Sergeant (E5) in Persian Gulf War. Managed order amongst chaos.

References available upon request.

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