

Robert Auch, MCSE, RCHE

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redhat.
CERTIFIED
ENGINEER

Microsoft
CERTIFIED
Systems Engineer

Objective

IT Infrastructure Architect

Qualifications

- More than eighteen years' experience in IT, working with MS-DOS 5.0 through Red Hat Enterprise 7
- Extensive experience in project-based migrations including Directories, Exchange, Oracle, and MSSQL
- "You possess more technological knowledge than anyone I know" – former manager

Work History

BeyondTrust Software, Inc.: Project Manager, Deployments 2008-present
(BeyondTrust purchased Likewise Enterprise/Open in June, 2011)

- Created process to rapidly and safely migrate customer environments from NIS/LDAP/NIS+ into Active Directory using PowerBroker Identity Services Enterprise (PBISE, aka Likewise Enterprise) Software.
- Developed, tested, and published best practices guidelines for PBISE and PowerBroker Identity Services Open (PBISO aka Likewise Open) software suites.
- Managed up to 20 simultaneous active customer projects across North America and Europe
- Lead architect for AD migrations for customers including GE, Delta Airlines, TIAA/CREF, Maersk, and Qwest Communications.
- Rewrote operations procedures for all major customers to best capture the cost savings benefits of merging identity information into Active Directory.
- Created training plan and training curriculum used by new hires, customer training, and BeyondTrust University classes.
- Debugged software failures with tools including gdb, Wireshark, and Directory Services debug logging for reporting accurate bug reports to development team.
- Drove development of multiple new features in PBISE from customer request through feature inclusion in software product.
- Developed and built a partner network to share toolset and train VARs in proper deployment process.
- Discovered and remediated issues in customer Active Directory and Unix interoperability including, but not limited to, replication, networking, and site design.
- Troubleshoot software installation and migration issues on Windows, AIX, HP-UX, Linux, Mac OSX, and Solaris operating systems.
- Wrote over 200 reusable VBScript, Perl, Python, and Shell tools to migrate, fix, check, and control customer environments which were subsequently productized.
- Managed a team of 2 employees and multiple VAR engineers.

Empire Today, LLC.: Senior Systems Engineer 2005-2008

- Architect of disaster recovery / business continuity site and fail over plan utilizing technologies including EMC SDRF, F5 load balancers, and MPLS.
- Designed and implemented migration from single standalone Exchange server to 5 clustered back-end and 2 load balanced front-end servers.
- Re-engineered AD topology, setting up Sites and Services for proper branch office logons and balancing of WAN clients, and redesigned OUs, Group Policy, and Delegation of Control to properly align with the business layout.
- Created and fully documented complete Windows 2003 Enterprise CA PKI, which was rolled out to all clients and used for all internal web applications, EFS, and S/MIME-secured emails.

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- Primary architect and systems administrator for roll out of Red Hat Enterprise Linux 4 for clustered Oracle 10g RDBMS and 11i E-Business Suite project for Oracle Financials, Oracle Incentive Compensation, Oracle Identity Management, and Oracle HRIS.
- Assisted IT Operations Director in creation of comprehensive IT Security Policy and major updates to IT Systems Policy.
- Created 3-node file server cluster with domain-based DFS to create highly available system able to translate seamlessly into DR site.
- Planned and built F5 Local Traffic Manager HA pair to load balance, accelerate and secure all web applications.
- Designed the first change control system for use across all of IT, including notification messages to non-IT business leaders. The underlying architecture of this change control system was used to build the 2nd version, still in use today.
- Redesigned Group Policy structure from 95 GPOs to 35, creating a hierarchy with no object blocking and full control of all systems.
- Planned, documented and implemented security for Red Hat Enterprise Linux 4 and 5 to integrate fully with AD domain for true single-sign-on capability for administrators and operators.
- Successfully rebuilt Exchange 2003 system with 1.2TB of data in under 24 hours when underlying SAN crashed leaving original server non-bootable. No data was lost, and all SMTP-accepted emails were delivered successfully.
- Worked with business leaders to develop IT Priority List, which is used by all IT departments for disaster recovery planning, boot order scheduling, and break/fix prioritizing.
- Built and maintained complete dependency diagram of all IT systems to show affects of changes in formerly discrete areas of IT.

National Systems / QuikOrder Inc.: Network Administrator

2003-2005

- Responsible for keeping online ordering system web farm available at 99.99% uptime SLA while maintaining security through auditing, patches, and proactive testing.
- Managed help desk functions for a call center user base of 500+ users in 3 cities.
- Designed and installed VoIP system to integrate with company's PBX
- Migrated system from NT4 to Windows 2003 AD and Exchange 5.5 to Exchange 2003 SP1.
- Integrated new GPO structure to minimize administrator interaction with local programmers' systems, maximizing work time availability for all end users.
- Worked closely with engineers from Pizza Hut and Domino's to tie systems into their internal WANs for direct delivery of orders from web servers to in-store POS systems.

Network Consultant and co-owner: totalnetsolutions.net

2000-present

- Planned, proposed, and built servers, network, and workstations for national construction consulting firm.
- Assisted Aon Corporation with workstation roll out project.
- Designed and built entire Windows AD Forest and all servers for Washington D.C.-based government software development contractor. Set up system maintenance tasks and GPOs such that no support calls were made for 6 months after build-out was completed.
- Migrated same environment from Windows 2000 to Windows 2003 with same availability marks upon completion.
- Managed team to upgrade nation's largest aquarium from pure NT4 environment to Windows 2000 in under 4 week engagement with no business downtime and no loss of aquatic life.

SRV Network, Inc.: Network Technician

2001-2003

- Primary Active Directory and Exchange administrator for 50+ separate clients.
- Successfully performed 3 different Exchange disaster recovery reinstalls for new customers with no data loss, causing them to enter into new support contracts with SRV.
- Designed, planned, and scripted SRV's first successful 1000+ user domain migration.
- Built SRV's first SQL 2000 server cluster.

CaDan Computer Corp.: Network Technician

2000-2001

- Redesigned and rewrote web application for media content rating for national nonprofit in 2 months.

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- Assisted in building images and deploying 1000+ workstations.
- Sole administrator for national nonprofit, performing AD, Exchange, SQL administration and all Help desk functions.

Breiland Computer Consulting: On-Site Consultant 1998-2000

- Managed 40+ Novell 3.x and 4.0 servers for multiple clients.
- Migrated multiple clients from Novell 3.x to Windows NT4 servers.
- Kept all clients from experiencing any Y2K issues with proactive patching schedules and software upgrades.

University of Minnesota Veterinary Hospital: Jr. Network Administrator 1997-1998

Speaking Engagements

Directory Experts Conference 2008
Directory Services Track: "Linux Integration into AD"

Education and Training

MCSE: Windows Server 2003
RHCE: Red Hat Enterprise Linux 5
RHCT: Red Hat Enterprise Linux 5
MCSE: Windows 2000 Server
MCP: Exchange 2000 Server
MCP: Windows 95
University of Minnesota, Minneapolis, Minnesota

Relevant Work

Jawaahir Dance Studio and Cassandra School of Dance 1994-2006
Network designer and administrator for the studio. Assist in computer grant proposal writing.
Manage all user and server systems and upgrades. Perform vital functions in all levels of first and second server purchases, including user training on using networked systems and backup functions.
Performed remote administration of server and workstations for 3 years after moving to Chicago.