

Sylvain Robitaille

77 Norman Drive
Saint John, NB
E2J 5B1

phone: +1 506-706-0009
e-mail: syl@therockgarden.ca
<http://www.therockgarden.ca/>

STATUS

- Unix/Linux system administrator, recently relocated to Saint John, New Brunswick.

OBJECTIVES

- To continue my career in information technology, with a new position that benefits from my analytical and troubleshooting skills.
- To work for an organization that takes pride in providing high quality service to its community, and that values the expertise of its staff.
- To participate in a cooperative environment where colleagues are working together towards a common goal.
- To be the best that I can be, in a mutually beneficial association with an employer that makes valuable contributions to society.

WHY I SHOULD BE CONSIDERED FOR YOUR ORGANIZATION

- An **intelligent** and **hardworking** person who very strongly believes in doing a job **completely** and **correctly**.
- **Strong desire to learn** and to gain new experience, and a cooperative and enthusiastic member of any team that sets **high standards** for the quality of its work.
- Excellent **analytical, troubleshooting, and problem-solving skills** with computer hardware, software, and networking protocols.
- Able to be a **resource** for colleagues who may be seeking guidance, or simply looking for a **sounding board** when decisions need to be made.
- **Fluently bilingual** in English and French, with **strong writing skills** in English.
- Ability to take **ownership of a product or service**, when the situation calls for it, and to be a leader in the management and maintenance of that product or service, and its advancement through phases of development and deployment.
- Strives to gain a **thorough understanding** of systems and services, ensuring **competent responses** to problem reports and to the changing needs of a user community.
- Ability to create clear and accurate documentation.
- Ability to merge the above attributes, and use knowledge gained while guiding colleagues, and participating in decision making.

SPECIFIC SKILLS

- Excellent knowledge of **Unix** and **Linux** operating systems, with an emphasis on **system and network security**.
- Experience managing **large-scale mail infrastructure**, and other network communication and infrastructure services.
- Experience managing **network file services** in a highly dynamic environment.
- Very strong knowledge of programming languages: **C, Perl, shell scripting**; plus some experience with **SQL, C++, Python, PHP**, and other scripting languages. Assembly language programming experience with a variety of processors.
- Experience **automating processes** using **REST APIs**, and interfacing with **relational databases** to create **seamless integration** between systems.
- Years of experience with network protocols and related server software (**SMTP, NNTP, HTTP, FTP, POP, IMAP, DNS, RPZ, DNS Firewalls, DHCP, RADIUS, SNMP, Ontap, iptables**).
- Working knowledge of **Kerberos** and **LDAP**.
- Strong knowledge of network management and monitoring software (**CheckMK, Nagios, Cacti, NetDisco, MRTG, Flow-Tools, Net-SNMP**).
- Experience with **tape-backup systems** in a networked high-availability environment.
- Proven track record of **over two and a half decades** of working with **commercial Unix** and **open-source Unix-like** operating systems, system software, and **networks** in an always-on environment.

EMPLOYMENT HISTORY

Computing Systems Analyst

Concordia University, Montréal, Canada

1997 – 2023

1997 – 2014 and 2016 – 2023

I held a series of positions at Concordia University, first as a **Unix systems administrator** and then as a **wireless network analyst** in the central computing services department; as a **high performance computing systems administrator** in the Gina Cody School of Engineering and Computer Science, where my primary focus was the maintenance and administration of a 130-node high-performance parallel computing cluster; ultimately returning to a general Unix systems administrator position.

In my latest senior systems analyst position, I was primarily responsible for the computing infrastructure servers, including **network file servers, account management, email, DNS, monitoring systems**, and other servers managed on behalf of the Gina Cody School of Engineering and Computer Science, and their ongoing maintenance. I have also been the go-to individual to manage our **automated system provisioning** and **software maintenance** systems.

In my original position as a Unix systems administrator at Concordia University, my responsibilities grew to include managing the institution's main communications services in the form of **email and netnews**, as well as system administration of the university's main financial information server. I followed that with some years as the university's **wireless network administrator**, where I inherited a diverse and fragmented farm of equipment, and made it possible to track it and administer it centrally, resulting in much greater reliability of the service.

I was employed at Concordia University for nearly 27 years, except for a brief time away, during which I took the opportunity to pursue interests unrelated to my work. I have found that the hiatus made me a much better resource when colleagues sought guidance and assistance.

Non-Destructive Testing Technician

**DNL Technologies, Montréal, Canada
(Monac International, Winnipeg, Canada)
1993 – 1997**

This small engineering company specialized in the non-destructive testing of steel structures, and hired me to help design and assemble data-acquisition computers. I also became the company's specialist in the application of strain-gauge technology, and designed and created some of its printed circuit boards.

I gained my first experience in network management there, by designing, implementing, and managing a small peer-to-peer network with file and printer sharing. It seemed noteworthy at the time, give how small our company was, to have networked computers. Finally, I wrote data collection and monitoring software which was included in a package sold to the New York City Department of Transportation.

Sound and Lighting Technician

**various production companies
Winnipeg, Canada
1986 – 1993**

As an electronics specialist in the entertainment industry, I operated and serviced lighting and sound equipment as well as musical instruments, such as mixing desks, monitor speakers, microphones, guitars, amplifiers, drums, and synthesizers.

However, during those years I was also called upon to repair all manner of devices, often under urgent conditions, whether it be the plumbing in a band house, the starter in a converted bus, or a diesel-powered electrical generator on a flatbed truck en route to a parade. The notion that “the show must go on” may be cliché, but it is an excellent measure of work ethic, competence, and dedication to the job. Indeed, always when I was on the job, the show did go on.

PERSONAL
INTERESTS AND
HOBBIES

Machinery and technology fascinated me even as a small child. After a somewhat shaky start as a youngster taking apart household appliances to understand how they work, I started working on cars with friends as a teenager. Within a few years I learned enough to be able to perform most maintenance and repairs on my own cars and for friends and family. These days, such tasks that I do not perform myself are those that require specialized equipment or tools that I don't own. I also frequently enjoy woodworking as a hobby, and although I don't see myself as a woodworker or carpenter, I certainly do enjoy working with the materials and tools involved there as well.

Computers and electronics are both a career path and ongoing hobbies for me. Self taught in computer programming and system administration, in my spare time I maintain a small computer network at home. I also enjoy troubleshooting and repairing electronic audio and musical equipment, having bought such equipment in non-functional condition, and taking great pride in successfully making it work.

Arts and sports are an important part of my life: I'm an amateur musician (I play guitar) and recording engineer, and prior to moving away from Montreal, I refereed hockey in two adult-recreational leagues. Frequently seeking new opportunities to share in the joy of learning and to improve existing skills, I regularly attend guitar workshops and clinics.