

Joshua Grubman

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Mailing address available upon request

Expertise

24+ years of experience developing and supporting internet services on a wide range of OS and hardware platforms. Specializing in Unix and Windows desktop and server environments, virtualization, scripting and automation (Bourne and C shell, Perl, Python), embedded Linux development, IP routing, wireless networking, and network security.

Professional Experience

Joshua Grubman Consulting
Advanced Small Business & Residential IT Support

NTT Communications — Cloud Infrastructure Division
Senior Unix Platform/Architecture Engineer (2000-2021)

- Primary point of contact for hundreds of internal Red Hat Enterprise Linux systems and applications, including mail, web, SMTP monitoring, NetBackup, and other mission critical services
- Handled top-tier customer escalations from the senior Unix support team
- Managed large scale Red Hat Satellite 5 and 6 environments, providing patch and package management services for thousands of RHEL systems across the globe
- Developed an automated network-based bare metal provisioning, configuration, and rescue environment for Linux and Windows systems, spanning multiple datacenters
- Managed authoritative and caching DNS infrastructure running BIND and PowerDNS, hosting tens of thousands of domains, and developed internal tools to enable the hostmaster team to manage those domains
- Developed custom Linux distributions and end-of-life strategies for legacy OS products
- Developed complimentary hardware and OS certification processes in coordination with the Product Management team
- Coordinated the migration of business-critical systems from physical hardware to VMware vCenter and Microsoft Azure VMs, and between systems hosted on geographically disparate networks
- Containerized and migrated business-critical systems to Kubernetes clusters
- Migrated legacy Solaris systems and applications to Linux

- Coordinated internal security audits, deployed cloud-based security agents (Cisco, CrowdStrike, Qualys), and steered internal security policy
- Managed an extensive network of out-of-band console and power management devices
- Enacted change control, procedurally via involvement in CM stakeholder meetings, and technically through the integration of CVS and Github with Engineering processes
- Collaborated with Sales Engineering to evaluate customer requirements and make recommendations for products and services
- Served as technical writer, creating and maintaining documentation for products and processes owned by the Engineering team
- On-call 24/7 for the responsibilities indicated above

VERIO Enterprise Hosting Unix Systems Engineer (1998-2000)

- Managed Linux and Solaris infrastructure systems, applications, and user accounts across the organization
- Provided routine and break-fix support for Linux and Solaris managed hosting customers, tracking trouble tickets to resolution
- Installed and maintained Solaris Jumpstart infrastructure, including a web front-end, to enable Operations staff to perform automated installations of Sun systems
- Managed a repository of custom-compiled Solaris packages for distribution to managed hosting customers
- Installed and maintained internal firewalls and filtering switches on Solaris IPFilter and Cisco IOS systems
- Investigated network security and abuse incidents involving hosting customers, coordinating efforts with upstream ISPs and law enforcement as needed

Digital Nation Technical Support Associate (1997-1998)

- Manually installed and configured SunOS and Solaris on Sun hardware, and Red Hat Linux and BSDI on x86 hardware
- Provided technical support for dedicated hosting, shared hosting, and leased-line (T1, frame relay, point-to-point microwave) customers
- Monitored system and network device utilization via SNMP/MRTG
- Served as on-site liaison to server colocation customers
- Performed DNS hostmaster tasks
- Supported a large internal network of NeXT systems running NeXSTEP 3 and OpenSTEP 4

References available upon request