

Kevin MacKenzie

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OBJECTIVE To secure a position where my strengths in analysis, decision-making, problem solving, service restoration, and adaptability make a positive contribution to the company.

- PROFILE**
- Over 15 years of experience with Information Technology, with most of those years as a loyal and respected employee for BNR/Nortel Networks, until the company filed for bankruptcy.
 - Comprehensive experience in UNIX. Nearly two decades of use and server administration using Solaris, Linux (multiple variants) and HPUX.
 - Software development experience writing web applications and behind-the-scenes data processing.
 - Expert in Internet/Web traffic management - caching, splitting and proxy transfer of multimedia and HTTP network traffic, including systems support and security for those protocols.
 - Excellent understanding of IP traffic in relation to monitoring and supporting network-dependent applications and traffic on corporate and Internet networks.
 - Very strong analytical and deliberative decision-making skills, both for technology selection and for root cause analysis and problem resolution.
 - Known for adaptability to change and as a self-motivated employee, with strong desire to serve and support.
 - Completed Bachelor of Computer Science degree at Acadia University in Wolfville, Nova Scotia, including completion of Co-operative Education option.

EXPERIENCE ***BNR/Nortel Networks (1996 - 2009)***

Senior Application Support (June 2005 – December 2009)

- *Led maintenance and evolution of Nortel's globally distributed and business critical infrastructure to broadcast video and audio to Nortel employees and customers. This included management of over 40 servers, including Unix, Windows and network appliances.*
- *Maintained and modified a web-based application that tied together web servers, SQL databases, third party software and internally developed applications.*
- *Engineered and supported Nortel's globally distributed HTTP cache infrastructure. This transparently reduced network load, increased site delivery speed and provided failover to maintain 99.999% availability of internet traffic.*
Key Accomplishments:
- *Drove improvements to hardware and software for webcasting infrastructure.*
- *Maintained high availability of webcasting environment.*
- *Successfully met deadlines to ensure business revenue and commitments.*

Infrastructure Support Specialist (October 2000 – June 2005)

- Independent contributor to a team providing 24x7x365 support of global, business critical, network dependent infrastructure applications. This included over 100 servers running internal and external DNS, NIS, NTP, Proxy and Usenet servers.
- Project leader of Nortel's globally distributed cache infrastructure. Responsible for the engineering, evolution and maintenance of multimedia and HTTP proxy servers.

Key Accomplishments:

- Maintained high availability of business critical infrastructure.
- Evolved streaming cache environment into a transparent, highly available and easy to manage platform.
- Led project to replace caching hardware and software to use in-house network appliances.
- Developed a metrics application to analyze logs from multiple server applications, to provide customizable reports through a web front-end.

Team support - Internet Services (1998 – October 2000)

- Support lead for Nortel's globally deployed Usenet news server environment, providing system and application support for several HPUNIX servers running INN.
- Member of team providing 24x7x365 support of Usenet news and HTTP proxies in a weekly rotation schedule.

Key Accomplishments:

- Re-designed news server environment and configuration, to upgrade servers and software, and minimize network traffic usage, to save \$500K/month in internal network traffic charges.
- Upgraded Netscape proxy environment to newer software.
- Personal efforts linked to the increased reliability of both Usenet and Proxy servers.

Software Developer (May 1996 – 1998)

- Led initial investigation and scoping of the conversion of a CD-based sales resource tool into a web-based, dynamically updated, globally available and secure application for Nortel's sales force to drive company revenue.
- Provided backup support of web-based services managed by the team.

Key Accomplishments:

- Provided initial project report to senior team members.
- Development through multiple phases to full deployment of the Sales.com application. Met all deliverables and project deadlines.
- Received President's Award in "Recognition of outstanding achievement in the category of Sales Support" for development of Sales.com project.
- Award of Merit for work on Sales.com.

INTERESTS

- Building computers, including a home-based web server
- Digital photography
- Military/hard science fiction
- Aquariums

REFERENCES

Available upon request