

Ben S. Knowles

Associate of Science, Computer Science
Associate of Science, Psychology
Sair Linux and GNU Certified Administrator

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Recent Coursework:

Association for Software Testing (AST)
Black Box Software Testing (BBST) Bug Advocacy Apr 2010

Association for Software Testing (AST)
Black Box Software Testing (BBST) Foundations Feb 2009

Certifications:

Sair Linux and GNU Certified Administrator (LCA) May 2001

Recent Computer Work:

Systems Administrator, NOC : SecureWorks, Inc: Nov 2009 – current

- Administration of hundreds of RHEL, Debian, and BSD servers, physical and virtual
- High security environments across multiple sites in a regulated industry
- Incident Response, Triage, and Escalations
- Made NOC Team Lead, March 2010

Independent Contractor : 2009

- System Integration of Win, Mac, Linux Servers running open source software including Samba, Moodle, ZenCart
- Independent Developer of MooCash: ZenCart - Moodle software: <http://moocart.sf.net/>

System Administrator II : National Net, Inc: Oct 2006- Feb 2009

- Part of a small SA team at a big Linux web host
- Data center environment with more than 1600 hosts
- Administration of production virtual, dedicated, and co-located customer servers, mostly running Debian GNU/Linux
- Software and Hardware troubleshooting, Live incident response
- Shift lead on weekend nights for more than a year
- Phone, email, and web customer support, second shift and overnight

Network Administration : MMI -> Contexo Media : 2004-2006

- Designed, rebuilt, developed, and supported a mixed Linux/Mac office network for two years
- Designed successor national Windows/Linux/Macintosh network for new ownership
- Production public Web, Mail, DNS services, VPN, and internal File Shares, Databases, Revision Control, Printing, Remote Access, Ticketing, et alia
- Production routers, switches, and firewalls

- Defense in depth, proactive patching, least privilege
- Office, phone, email, and Jabber user support, usually second shift

Hands On Training : H & H Computer Education : 2004-2005

- Taught Intro to PC Tech part time to diverse groups at local computer shops
- Helped students prepare for the A+, Net+, MCSA, and MCSE certification tests.
- Used Linux boot media and open source tools including *memtest86* and *lspci* to teach troubleshooting

Formal Education:

Associate Of Science, Computer Science

Georgia Perimeter College, Clarkston, Georgia, USA, May 2002

Associate Of Science, Psychology

Georgia Perimeter College, Clarkston, Georgia, USA, August 2002

Academic Diploma with Honors

Chamblee High School, Chamblee, Georgia, USA, June 1995

Computer Skills:

Network Administration:

- Debian GNU/Linux
- Ubuntu Linux
- Mac OS X
- OpenBSD
- MS Windows, Server

Security:

- wireshark, nmap, nessus, snort, nagios
- Linux iptables and OpenBSD pf firewalls

Support:

- Microsoft Windows
- Macintosh
- Linux and Unix systems

Systems:

- Intel and AMD workstations and servers
- Apple Macintosh workstations, portables, and servers

Scripting:

- Shell and Bash
- Ruby, Python, Perl