

## Contact Information:

Steve Miller  
717 Grand Ave., Apt. 2  
San Luis Obispo, CA 93401  
805-234-5770

stmille@gmail.com  
<http://www.steve-miller.org>

## Employment:

[2006 - Present] County of San Luis Obispo - San Luis Obispo, CA  
<http://www.slocounty.ca.gov>

Network Engineer

- Develop and instruct helpdesk personnel via weekly classes.
- Linux advocacy, administration, and training.
- Introduction of network-wide monitoring solution.
- Replace existing SNMPv1/2c implementation with SNMPv3.
- Support VPN branch-to-branch and user tunnels.
- County wide network configuration, monitoring and troubleshooting.
- Provide support to departmental systems and network administrators.
- Provide a backup support role in the administration of AIX systems.

[2004 - 2006] Lucia Mar Unified School District - Arroyo Grande, CA  
<http://www.luciamar.k12.ca.us>

Network Specialist III

- District wide network configuration, monitoring and troubleshooting.
- Advisory and implementation of necessary infrastructure changes.
- Centralized virus definition updates and policy management.
- User and Workstation Group Policy design and implementation
- Application packaging, distribution, and patch management.

[2003 - 2004] Collaborative Agent Design Research Center - San Luis Obispo, CA  
<http://www.cadrc.calpoly.edu/>

Systems Administrator

- Troubleshoot and maintain 30 Windows XP/2000 workstations.
- Manage domains.
- Assist in hardware and software upgrades.

[1999 - 2001] Experts Exchange, LLC. - San Luis Obispo, CA  
<http://www.experts-exchange.com>

Sr. Systems Administrator

- Backup strategy, tape rotation and offsite storage.
- Employee and customer mailing-lists.
- DNS management.
- Apache configuration, reporting, virtual host management.
- Maintain CVS repository.

[1997 - 1999] The Grid, Inc. - San Luis Obispo, CA  
<http://www.thegrid.net>

Lead Technical Support Representative

- Provide customers with direct and indirect technical support.
- Manage a team of 30 technicians in a thriving high-volume call center.

## Experience:

I have 15 years of personal and professional systems and network administration experience. This includes the installation, configuration, and maintenance of several operating systems (primarily Linux) and countless software packages, in a multitude of environments.

- Unattended installation, imaging, software packaging and deployment.
- Solid working experience with the OSI reference model.
- Apache, IIS administration, performance tuning, reporting, logging
- Nagios, Cacti (RRDtool), SNMPv3 (USM/VACM)
- Host and Network IDS (AIDE, Snort)
- AD, NDS, LDAP
- IOS, CatOS, ProCurve, Nortel ERS/Passport
- BASH scripting (expansion, substitution, regex)
- HTML, PHP
- TCP/IP
- 105 WPM typist

## Certifications:

- RHCE (Red Hat Certified Engineer)
- LPIC-2 (Linux Professional Institute Certification)
- CCNP (Cisco Certified Network Professional)
- CCSA (Check Point Certified Security Administrator)
- MCSE (Microsoft Certified Systems Engineer)

## References:

- |                  |                      |                                   |
|------------------|----------------------|-----------------------------------|
| • Gregory Bird   | (805) 704-7798       | County of San Luis Obispo         |
| • Eric Guisinger | (805) 474-3000 x1007 | Lucia Mar Unified School District |
| • Shawn Jacques  | (805) 801-5918       | Web Associates                    |

## Professional memberships:

- ISOC/IETF (Internet Society/Internet Engineering Task Force)
- IEEE Computer Society
- USENIX/SAGE (System Administrators Guild)
- ACM (Association for Computing Machinery)

## Other interests:

- US Hang Gliding and Paragliding Association - P2 Pilot License
- Ham Radio - Extra Class - AE6L
- Brazilian Portuguese
- Investment and Personal Finance