

Contact

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Top Skills

Linux

Site Reliability Engineering

Performance Management

Languages

Latin (Elementary)

French (Professional Working)

German (Elementary)

Spanish (Limited Working)

Kurt von Finck

Infrastructure Engineering Senior Advisor at Cigna
Albuquerque, New Mexico, United States

Summary

An IT professional with decades of experience deploying, managing, and supporting complex and vast desktop and server infrastructures; as well as managing and mentoring these resources' teams. An expert in Linux system administration, site reliability engineering, server performance management, and capacity planning. Strong time, resource, and human capital management skills with a proven ability to deliver desired outcomes to both leadership and reporting staff. A deep understanding of FLOSS community management. Strong business administration skills and a commensurate Master's degree in the field.

<http://mneptok.com/static/resume>

Experience

Cigna Healthcare

Infrastructure Engineering Senior Advisor

October 2013 - November 2023 (10 years 2 months)

Albuquerque-Santa Fe Metropolitan Area

Came to Cigna as a senior contractor on the Linux Engineering team, a team responsible for the >25K node Linux server infrastructure across the corporation. This role required maintenance of RHEL (6/7) servers, deploying new servers (vmWare and bare metal) using manual processes and automation (e.g. Ansible, Puppet), developing infrastructure code, and serving as an escalation point for all issues hosted on Linux infrastructure. Converted to a full-time employee in November 2015 as a senior member of the Performance-Forensics-Capacity team, specializing in UNIX(y) server performance management. Responsible for diagnosing production impacting critical issues, reviewing performance concerns and tests, and generally providing in-depth performance and capacity analysis of servers running Linux, AIX, and Solaris: bare metal, virtualized, containers, and cloud. Mentored, supervised, and managed junior staff.

GNOME Foundation
Systems Administrator
2006 - 2023 (17 years)

Served as part of an all-volunteer team managing the server resources for the GNOME open-source Unix GUI environment. Principal maintainer of the GNOME mailing list software, with other responsibilities on an ad hoc basis. Servers run various flavors of Unix, mostly RHEL and Ubuntu. This is a high-profile project with time sensitive needs and an understandably demanding userbase.

Monty Program Ab
Chief Community and Communications Officer
March 2009 - November 2011 (2 years 9 months)

Worked to drive awareness and adoption of MariaDB, a Free drop-in replacement for MySQL and the company's primary development effort. Attended international trade shows, conferences, user groups and informal meet-ups. Created and delivered presentations to audiences at same. Produced booth essentials and schwag. Wrote blog posts, release announcements, documentation and other media. Acted as a company media contact and public face: traditional media, mailing lists, IRC etc. Drove mailing list subscriptions, external developers, bug reporting and other user and developer involvement in the project. Organized efforts of users and developers. Light US business administration duties (e.g. bank signatory role) and light Unix systems administration.

Canonical Ltd.
Senior Ubuntu Systems Support Analyst
May 2006 - March 2009 (2 years 11 months)

Supported the Ubuntu GNU/Linux distribution for the project's corporate sponsor. Handled support requests via Internet and phone initiated by the complete spectrum of individual end users to enterprise clients. Provided support to internal company colleagues. Liaised with colleague and community resources to develop and implement meaningful changes to the distribution. Managed and tracked bugs. Attended developer sprints and conferences. Provided training for external partners. Managed and maintained select internal IT infrastructure (e.g. VMware, Asterisk). Trained and mentored junior staff. Participated in beta testing and QA of internal and external company projects. Assisted and fostered community volunteer teams, both Ubuntu and upstream.

TechTracker

Site Manager

November 2002 - November 2003 (1 year 1 month)

Responsible for the day-to-day non-content operations of three high-profile websites (VersionTracker.com, MacFixIt.com and MacFixItForums.com). Maintained relations between the company, their users and developers. Worked to stabilize sites and userbase. Evangelized and implemented new services (e.g. RSS feeds). Managed the schedules, writing, and editing functions of the sites. Coordinated with the in-house production team on the layout of the sites. Ensured sites were active and available. Ensured the content teams were able to perform their work. Monitored the sites' performance, content and feedback to ensure maximum uptime, availability and quality. Managed the company build list. Developed and oversaw the efforts of beta testers.

Gobe Software

Desktop and IT Support

July 2000 - April 2002 (1 year 10 months)

Responsible for all the end-user support of the Be Operating System and the Gobe Productive office productivity suite for users in the Americas, Australia and selected portions of Asia. Handled all support requests via e-mail, phone and various online fora. Developed methods for automated support request resolution, tracking of support requests and interaction with Be, Incorporated to ensure they provide coherent and correct information to end-users. In these capacities I worked alone, with no supervision or other support personnel. Worked with the Gobe developers to identify known issues/bugs with the Productive package, and worked to resolve said issues via patches or fixes to future code. Also oversaw the support of all desktop and network devices within the Gobe Software offices, and worked to improve performance and usability of same.

Bristol-Myers Squibb

Project Manager

August 1997 - March 1999 (1 year 8 months)

One of two lead contracted staff to roll out Windows NT Workstation v4.0 to desktop clients at multiple North American BMS campuses. Analyzed and identified human resource, hardware, and software needs prior to rollout. Managed contract staff and budget. Compliance tested existing systems and services. Coordinated with departments for rollout scheduling. Rolled out new PCs. Converted IBM Type 1 Token Ring LAN circuits to 10/100BT Ethernet.

Worked to engineer site-wide standard desktop builds. Managed team creating automated OS deployment and customizations. Worked with BMS permanent Client Liaisons to provide post-rollout support. Served as backup resource for BMS employee Unix administrators. Contract staff was also called upon to provide overall desktop and network support on an ad hoc basis.

Southern New England Telecommunications

Systems and Network Administrator

November 1996 - July 1997 (9 months)

Worked as a contracted team lead for local telecom provider. Oversaw daily operations of corporate data network and desktop clients at four locations with two other administrators. Total client base exceeded 5,000. Recommended, procured, and installed desktop computer hardware, software, and peripherals. Recommended, procured, and installed networking and Internetworking hardware and software. Supported network printer and storage resources. Provided and maintained connectivity to host systems. Solved simple break-fix issues and planned and coordinated long term projects and rollouts. Served as Unix specialist for group. Consistently among top-rated contractors in customer feedback.

Yale University

Computer and Information Systems Support Specialist

October 1995 - November 1996 (1 year 2 months)

Part of a team responsible for meeting the support needs of over 3,000 networked, Internetworked and non-networked computer clients within the Yale Medical School. Recommended, procured, and installed desktop computer hardware, software, and peripherals. Provisioned IP connectivity for Internetworking. Provided and maintained connectivity to campus host systems for dedicated administrative and financial systems. Supported network printing and storage solutions. Worked both as a general support resource for the entire Medical School as well as a dedicated support specialist for specific departments. Served as the departmental Unix and Macintosh expert. Worked with little or no supervision or external time management.

Apple

Apple Student Representative

February 1993 - January 1995 (2 years)

Washington, District of Columbia, United States

Brought Apple Computer's Collegiate Partnership Program to Catholic University. Disseminated pre-sales information, recommended systems to individuals and provided technical expertise and support to users on an ad hoc (and pro bono) basis. Developed a thorough knowledge of Apple systems and software, attended technology and technical briefings sponsored by Apple and third-party developers, and was one of the few resources available to Apple administrators and users on campus.

Vitreous State Laboratory

MIS Assistant

September 1992 - January 1995 (2 years 5 months)

Washington, District of Columbia, United States

Oversaw the computer operations of a 100 employee research laboratory (the VSL had no MIS Manager during my tenure). Responsible for the selection, procurement, maintenance, upgrade and repair of over 200 desktop computers while working (during my regular undergraduate academic years) on a part-time basis. Rolled out a laboratory wide desktop hardware refresh under budget and ahead of schedule. Began implementation of a laboratory private LAN. Maintained relations with University's Computer Center and implemented a fiber optic connection to the campus data network, ARPAnet/Internet, and VAXcluster for the VSL and its campus plant. Managed graduate/undergraduate students and employees. Managed departmental budgets. Maintained vendor relations. Ensured educational/GSA pricing for all university and individual purchases.

Merry Consultants

IT/Financial Systems Consultant

September 1988 - August 1990 (2 years)

Hartford, Connecticut, United States

Worked as an IT consultant for a number of corporate clients (e.g. CIGNA, Travelers Insurance, Sheraton/ITT). Worked for over one year at Advo Systems, a Windsor, CT based direct mail advertiser, developing an automated system to track client purchases of advertising space. Developed an automated reporting system based on a database back-end as well as a simplified end-user front-end. Also supported the Network Administrator supporting a 50+ user PC and host system network.

CONNECTICUT CITIZEN ACTION GROUP INC

Bookkeeper

January 1987 - August 1988 (1 year 8 months)

Hartford, Connecticut, United States

Oversaw the daily financial transactions (bank deposits, checks, receipts and payroll) as well as monthly bank reconciliations for a 100+ employee non-profit political action group. Reported directly to the Financial Manager. Selected, procured, customized, and trained others on the use of a PC-based financial and member record system.

Cigna Healthcare

IT Consultant

September 1986 - November 1986 (3 months)

Hartford, Connecticut, United States

Migrated the GISD Actuarial Unit from a mainframe-hosted rate development system in APL to a desktop solution in Lotus 1-2-3 for field office use. This included developing Lotus worksheets for existing actuarial rate tables, as well as automated macro-driven rate analysis worksheets.

Schwartz Parking

Systems Consultant

April 1986 - September 1986 (6 months)

Hartford, Connecticut, United States

Worked with a team of consultants to integrate an automated gating and metering computer system with a proprietary facility-wide environment/security/plant engineering computer system. Worked with little or no supervision, developed cabling plans from architectural elevations, and worked with contractor to implement the cabling plant. Created software interfaces between facility and gating systems.

Shulman Record Company

Assistant Store Manager

July 1983 - January 1986 (2 years 7 months)

Bensalem, Pennsylvania, United States

Oversaw day-to-day operations of a retail music store under the supervision of the manager.

Education

University of Hartford

Master of Business Administration - MBA, Business Administration and Management, General · (September 2020 - August 2022)

The Catholic University of America

Bachelor of Arts - BA, Medieval and Renaissance Studies · (January 1992 - December 1994)

Central Connecticut State University
· (September 1990 - December 1991)

Northfield Mount Hermon
HS diploma · (September 1981 - June 1983)

The Doane Stuart School
· (September 1979 - June 1981)