

Graham Freeman

<https://graham-freeman.info/> - Berkeley, California - +1 (510) 898-6772 - graham@jahiel.net

Resourceful and friendly IT professional with a record of delivering excellent results.
Especially strong in information security, systems administration, and network engineering.
Highly motivated by a worthy mission, and a healthy work-life balance.

Principal Nerd, NerdVentures, Berkeley CA

June 2015 - Present

At NerdVentures, I deliver excellent IT solutions in support of healthy communities. Current clients include renewable energy companies, coworking spaces, coffee shops, and an art gallery.

- **Built, deployed, and managed internal infrastructure**, including Dashing business metrics on Heroku, Xero and Freshbooks for accounting and invoicing, phone system on Twilio and Heroku, monitoring via a half-dozen services, and data aggregation integrations for operational awareness in Slack.
- **Maintain a large company's brand integrity, by ensuring that their customers only receive emails from the production Salesforce org, and never from the dev & QA sandboxes.** Salesforce dev/QA email redirect solution reliably and accountably redirects more than 100,000 dev/QA sandbox emails each month to dev & QA teams instead of actual customers. Back-end includes Salesforce configuration, Git code repo, AWS S3+Glacier backups, AWS Lambda task processing, AWS CloudWatch monitoring, auto-provisioned DigitalOcean servers, Mailgun email delivery, two-factor auth, and PagerDuty alerting.
- **Reliable+scalable laptop monitoring/security/management platform for a diverse group of remote users**, using a combination of Active Directory (hosted on Azure & AWS EC2), Opswat Gears, OpenDNS Umbrella, Cisco Meraki Systems Manager, and osquery.
- **Client IT infrastructure overhaul, drastically improving staff productivity and empowering the customer to focus on their core business.** New office network with Ubiquiti EdgeRouters, HP Procurve switches and Cisco Meraki wireless access points; migrated from unreliable+expensive Exchange provider to Office 365; implemented Active Directory on Azure; replaced unreliable PCs with reliable+standardized ones; upgraded to Windows 10 and MacOS 10.11; implemented effective antimalware; implemented automated systems management and monitoring; implemented automatic onsite and offsite backups; and deployed a web application firewall on their PHP-based CMS. *All in budget.*
- **Flawless execution of a complex online re-branding for a highly visible customer**, consolidating several legacy downtime-prone identities to one new unified brand with reliable hosting & monitoring. Migrated domains to AWS Route53 & Gandi, & added automatic DNS zone backup and domain status monitoring. Migrated web hosting to Squarespace, AWS S3, & CloudFlare. Added automatic backups to a private Git repo, & functionality+security monitoring with Selenium, AWS CloudWatch, and bash shell scripts. Consolidated email into Google Apps, & used Google App Engine to seamlessly migrate to the new domain while maintaining backwards compatibility with the old domains. Added email functionality & deliverability monitoring with AWS SES, AWS Lambda, and shell scripts. Migrated wifi SSIDs to new brand, with some overlap to ease the transition, while providing excellent end-user communication and support. *All with 100% uptime, on time, and in budget.*

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Security and Network Architect, Sungevity, Oakland CA

June 2011 - June 2015

April 2014 - June 2015 : Security and Network Architect (staff)

May 2012 - April 2014 : Sr. Linux and Network Engineer (staff)

June 2011 - May 2012 : Sr. Network Engineer (consultant)

At Sungevity, I was a leader in the adoption and use of modern best-practices in IT infrastructure. I also drafted company-wide information security policies and procedures. My work was cited by an investor as having tipped the scales in their decision to lead a major investment round in Sungevity. Sungevity grew by more than 5X during my time.

On a day-to-day basis, I drove my projects to completion using an Agile methodology with the Software teams, and a Waterfall methodology with the rest of the company.

- **Collaborated closely with software development, QA, and project management teams** to deliver on business objectives, with an emphasis on automation everywhere practical, and dev+QA team empowerment through DevOps practices.
- **Recruited, helped onboard, and mentored multiple high-performing tech staff members** who each in turn made their own major contributions to the company.
- **Advocated for and helped implement best practices** with regard to security, systems and network administration, and efficient project methodologies. Sungevity began using AWS command-line tools because of my advocacy and mentoring.
- **Designed, drove the procurement of, and led the team that deployed+managed data+voice networks at 9 of Sungevity's offices.** Deployed & managed Cisco Catalyst switches, Cisco Meraki switches, WAPs, & firewalls for corp networks, Vyatta routers+VPN endpoints for AWS VPC integration, and Cisco & Juniper VPN endpoints for VOIP and Oracle ERP vendor integrations. Specified & deployed Nessus for security scanning, Snort for intrusion detection, White Hat for web application security analysis, OpenDNS Umbrella for intrusion prevention, Wireshark+Cloudshark for network management, etc.
- **Co-administered VMware, iSCSI NAS, MySQL, and PostgreSQL infrastructure.**
- **Trained hundreds of staff in information security fundamentals**, resulting in a measurable and meaningful improvement in information security practices company-wide.
- **Proposed, specified, and led the development & execution of a network-bootable custom Linux image (with VirusTotal integration) that reliably detected which of several hundred computers were infected**, preventing a major impact on the company.
- **Responded effectively, promptly, and good-naturedly to thousands of operational issues** involving security, systems, network, and voice services.
- **Proposed, helped implement, and participated in on-call rotation.**
- **Provided consistent and effective systems, network, and security operational support for bi-weekly software release cycle.** Integrated web application, network, and systems security scans into the software development and QA processes.
- Recruited into a leadership development program.

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Managing Director, Eupraxis Professional Co-op, Berkeley CA *early 2009 - mid 2012*

I co-founded and ran this worker-owned community-positive technology consulting cooperative.

- Recruited four business partners, negotiated vendor agreements, and hired many contractors.
- Effectively represented our interests and ethical stances at the California State Capitol.
- While in Oxford at the 2009 Skoll World Forum, advised Brazilian NGO Associação Saúde Criança Renascer on how to use SMS to track poverty remediation program outcomes.
- Collaborated with a social worker to quickly deploy a telephony solution allowing an American expat victim of domestic violence in South Africa to reliably communicate with her attorneys and family. This played an important role in her safe return to the United States.

IT Manager, Remedy Interactive, Sausalito CA *late 2007 - early 2011*

Provided excellent IT services at a 20-person injury prevention services company. Managed company IT, including staff laptops and software, customer-facing colocated servers & IBM SAN, voice+data networks, Active Directory servers, ColdFusion web application, Microsoft SQL databases, and Subversion/SVN code repo. Executed IT migrations for an office move and a datacenter move.

Datacenter Security Administrator, UC Davis, Davis CA *Apr 2005 - Apr 2006*

Information security and systems administration work at a large research university. Provided expert IT assistance to all university departments, with a focus on security. Helped occupational health clinic address HIPAA requirements. Systems administration for core campus Solaris servers and Oracle database infrastructure. Technical lead on a centralized campus-wide NetScreen VPN deployment.

General Manager, Cernio Tech Co-op, Vancouver BC *2003 - 2011*

Founded and for eight years managed this technology co-op which pooled the IT purchasing power and know-how of 80 members, with a 90% retention rate over 8 years. Hosted thousands of servers across three datacenters in North America, plus two deployments in Europe. Lead systems administrator for our CentOS and Ubuntu Xen VPS offerings, using NFS & iSCSI SANs.

IT Manager, Far Western, Davis CA *Oct 2002 - Nov 2005*

Provided excellent IT services to a 50-person team of archaeologists and anthropologists. Managed all company IT infrastructure and IT vendor relationships. Ensured reliable IT infrastructure, including Novell NetWare and Red Hat Linux file servers, for three offices - all within budget.

UNIX Systems Manager, UC Santa Cruz, Santa Cruz CA *Sep 1999-May 2002*

Lead systems admin for Solaris servers and three instructional computing labs which served as the academic development environment for UCSC's computer science and computer engineering students. Helped support a further 10 Windows, NetBSD, and Mac instructional computing labs.