

# Iben Rodriguez

IT Generalist with twenty-two years of Information Technology experience with a focus on security and virtualization. Starting with supporting secure data communication systems for the United States Air Force, then setting up and validating Clinical Trial and Adverse Event Tracking systems for global pharmaceuticals, and running the IT department at fabless semiconductor design startup companies. VMware Certified Professional (VCP) in 2006. Last 3 years have been spent consulting. Fluent in Spanish. Able to travel up to 75% a month.

## Professional Experience

### *Recent Consulting Projects*

#### **In House Virtualization Resident – San Jose**

Architect Virtual Infrastructure clusters with NFS storage, redundancy throughout and capacity to scale. Perform on-site training workshops for IT staff. Build ESX hosts and Virtual Center, perform Physical to Virtual Machine migrations.

#### **VMware Operational Readiness Assessments –Seattle, San Jose, Los Angeles**

##### ***Responsibilities:***

Analyze organization's infrastructure, IT operations, TCO/ROI, consolidation and containment goals. Use an ITIL framework to assess security, change, incident, and problem management and identify gaps. Deliver assessment report, workshops, remediation roadmap for operations. Guide technical design for hosts, storage, and network. Map virtualization to business needs and existing capabilities. Assist with training, system provisioning and initial consumption verification.

Public Speaking: <http://files.sans.org/summit/virtualization08>

#### **IT Manager - Panasonic Research and Development 2007-2008**

##### ***Accomplishments***

Established ITIL based Service Desk with Ticket Tracking System and Wiki based Knowledge Base. Setup and support hundreds of servers in co-location facility. Convert Physical Machines to Virtual. Established Virtual Desktop Remote Worker Pilot Project (VDI). Establish Global EDA IC Design Collaboration System with Silver Peak WAN Acceleration Appliances, MatrixOne Synchronicity, Perforce SCM. Standardized product development environment with CentOS / RHEL 3 and 4 using Kickstart, Cengine, PXEboot, BIND, LDAP integration with Active Directory. VMware Virtual Infrastructure provisioned with Isilon IQ 200, HP Blade Servers, iLO, Silver-Peak NX5500, DataDomain 565, Extreme Networks Summit Switches. Migrated firewalls from Cisco PIX to ASA. Install and manage RSA SecurID Authentication Manager on Linux and Windows hosts

Public Speaking: <http://www.applicationcontinuity.org/appcon2007/agenda.asp>

Public Speaking & PodCast - <http://www.networkworld.com/news/2007/092407-panasonic-speeds-chip-design.html>

Case Study: Secure Mobile Disaster Recovery – <http://www.mokafive.com>

#### **Benchmark Leader - Center for Internet Security**

Lead Consensus Initiative to update Benchmark for VMware ESX Security Best Practices.

[http://www.cisecurity.org/tools2/vm/CIS\\_VM\\_Benchmark\\_v1.0.pdf](http://www.cisecurity.org/tools2/vm/CIS_VM_Benchmark_v1.0.pdf)

Subject Matter Expert (SME) on sudo, syslog and ntp for security best practices around RBAC (Role Based Access Control).

## ***Employment***

<b>Information Technology Manager</b>	<b>Carrier IQ, Inc.</b>	<b>2006 – 2007</b>
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### ***Responsibilities:***

Moved 60 people and 100 servers to new headquarters building. Setup new colo facility, network and labs for HQ and production datacenters. Migrated services to new Virtual Infrastructure: Fileservers, Internet, intranet, Active Directory, Exchange, DNS, Phones, Project Tracking, etc.

### ***Duties and accomplishments:***

Architected and setup 6 node Dell 1850 VMware ESX 3.0.1 Data Center with Apple X-Serve RAID, Brocade multi-path SAN for over 50 virtual machines running CentOS, RHEL 4, MS Windows 2003. Virtual Center 2.0.1.

Migrated 70 Exchange 2003 user's mailboxes to new server. Barracuda Anti-Spam, Blackberry Enterprise Server, Outlook Web Access with SSL Certificate.

Architected production co-location network with Netscreen 50 HA, Extreme Networks switches using 802.1Q VLAN tags to 50 servers with Red Hat Enterprise Linux 4 ES Update 3 64 bit.

Setup secured DMZ hosts for WWW, DNS, NTP, SSH, PROXY, FTP using CentOS 4.

Setup new ShoreTel VOIP phone server on VM and migrated 70 users to new system.

Setup FortiGate firewall, Infoblox DNS Appliance, Extreme Networks Summit and BlackDiamond 6808, VMware ESX, and Cisco Switches with 802.1q VLAN trunks.

Migrated many legacy virtual machines from VMware Server on Linux or Windows to ESX 3. Physical to Virtual migrations with P2V or Ghost.

Configure F5 Big IP Load Balancer with internal VLANs and multiple external URLs.

Setup DSL and Wireless Broadband for 20Mbps Internet connection.

Setup iChat Video conferencing with Mac Minis and Mac Books for remote teams.

Setup Cisco 3005 SSL/IPsec VPN with RADIUS backend for Mac and Windows PCs.

Setup Legato Networker 7.3.2 server on Linux with Dell 136T-LTO3 tape library.

Provided end user support for Mac, Linux, and Windows software engineers and execs.

Setup Kickstart server with PXE boot for RHEL and CentOS machines.

Began formal change control process for drivers, OS patches, CFengine, passwords, etc.

Created VMs to allow remote sales team to demo our applications remotely on Windows Laptop with Player and then moved the VMs from VMware Server on CentOS to ESX Server and imported VMDKs.

<b>Expert Technical Operations Engineer</b>	<b>VMware, Inc.</b>	<b>2005 – 2006</b>
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### ***Responsibilities:***

IT Generalist focused on Special Projects and driving the Internal Security Program.

Develop and Implement technologies to improve security, reliability, and performance of Production Linux and Windows Software Build Servers, Storage, and Network. Started cross-functional internal security program to ensure the safety of intellectual property at VMware.

### ***Duties and accomplishments:***

Designed ESX3 Virtual Infrastructure comprised of 8 HP DL585s and EMC CX500 and CX700 SAN with multiple VLANs and VMotion. VirtualCenter 2 beta tester.  
Partnered with EMC to create virtualization solutions for federal forensics investigators using Encase.  
Created Information Security Task Force to set policy and guide internal team and procedure creation.  
Worked with EMC internal security team on virtual security tools.  
Evangelize the use of virtualization technology in a production environment both internally and industry wide. Showcase security benefits of virtualization.  
Manager of Special Projects including IP and VLAN move for hundreds of undocumented nodes, Built team to setup 300 host/3000 guestVirtualCenter test cluster for VMware Engineering, Designed Secure Software Build Infrastructure with firewalls and IPS, Redundant HA network design. Integrated Tricipher PKI Authentication for Single Sign On into ESX UI and VC.  
Open Source tools installation – Sudo, SmokePing, RRDtool, IP Hawk, ArpWatch, etc.  
Technical Operations support for P2V class at VMworld 2005. Member of P2V Rave Lab Staff.  
Setup secure DMZ hosts for DNS, NTP, SSH, PROXY, FTP, etc using FreeBSD.  
Established test lab to benchmark, analyze, and report on performance and security of virtualized and physical appliances. Create Virtual Appliances for vendors. Worked with BreakingPoint&TippingPoint.  
Support FortiGateGigE Firewalls, Lucid Security ipANGEL, Blue Lane Patch Point, Extreme Networks Summit 400 and Black Diamond 6808 Switches, Trapeze wireless with Ring Master.  
Wrote and Presented a paper on how Virtualization can streamline SOX and FDA compliance efforts for VMworld 2005 trade show in Las Vegas.  
<http://www.vmware.com/community/thread.jsps?threadID=21677>  
Integrated Mac OS nodes into engineering, development, build, and software QA for Fusion app.  
Provided Engineering with test results of FreeBSD 4, 5, and 6 on ESX 3 beta code.  
Setup Kiosks in lobby using custom Knoppix live boot cd and purpose built computers.

<b>IT Manager</b>	<b>Tropian, Inc.</b>	<b>1999 - 2005</b>
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### ***Responsibilities:***

Responsible for all areas of company's Information Technology:  
Network, Phone system, Remote Access, Cell Phones, Security, Computers, Power, AC, Labs.

### ***Duties and accomplishments:***

Hired and managed resources for desktop support, network administration, Windows, Linux and Solaris hardware and software system administration. Second level support for all functions, operating systems, software packages, hardware.  
Hostmaster, Postmaster, Webmaster. GoDaddy, Verisign. MX Records. ARIN AS Number.  
<http://www.cidr-report.org/cgi-bin/as-report?as=AS26205&view=1221&v=6>  
Managed vendors: ISP, long distance and local telco, iPass, cabling, security.  
Migrated from Unix POP/SMTP server to MS Exchange with HTTPS SSL web email.  
Performed Nessus vulnerability scans to audit security of local and perimeter network.  
<http://mail.nessus.org/pipermail/nessus-cvs/2004-March/msg00202.html>  
Cell phone administrator for 40+ users and PC Cards. Moved to volume contract for discounts and on-line account management. GSM, GPRS, EDGE, UMTS, Bluetooth.  
Blackberry Enterprise Server setup and handheld device support for 15 users.  
Converted conference room into server room with 13 earthquake protected racks, redundant UPS Power, cable management, monitored 24x7 air conditioning, and dedicated power feeds.  
Graphing for temperature, network utilization, usage trends, etc with Nagios and RRDtool/MRTG. Server room maintained at 69 degrees Fahrenheit 24x7x365.  
Created on-line and DVD movies for training, marketing demos, and other functions.

**Setup and maintained the following:**

Video Conferencing with PolycomViewStation over BRI ISDN and TCP/IP.  
 Juniper Neoteris SSL VPN with SafeWord One Time Password Tokens and RADIUS server for strong Two-Factor Authentication.  
 Netscreen 5, 25, and 50 Firewalls with high availability and DMZ for SMTP Spooler, Anonymous FTP Server, Web server, VPN, Extranet servers, SNORT IDS, and EtherPeek Network Packet Analysis tools.  
 Campus wide wireless 802.11b/g network across three buildings. Supports roaming, encryption, and authentication. WEP. Migrated from WEP to WPA.  
 Norstarhybrid PBX phone system. Dual T1-PRI circuits, digital and analog phone sets, voice mail, ANI, DID, Conference Call function, Auto-Attendant. Grew to 120 stations. Moves, Adds, and Changes. iPod for music on hold.  
 Raritan Paragon and MX Keyboard, Video, Mouse switching solutions.  
 Speakeasy aDSL and sDSL lines for home power users. Static IP, SmokePing.  
 ReadyKey access control software.RFID Proximity Keyfobs, readers, groups, schedules.  
 Company wide antivirus and anti-SPAM / UCE solutions: hosted and Barracuda.  
 ISP hosted web site with multi-user Dreamweaver setup for updates.  
 Microsoft and SonicWALL based site to site IPSEC VPN for remote branch and home offices both domestic and abroad – Europe, Asia.  
 Solaris system hardware and software upgrades to Solaris 8 with Gigabit Ethernet, SSH, NTP, and Storage Area Network (SAN) for Oracle 8i database server and Legato 6.1.1 backup server using both Veritas File System and Volume Manager. Rotate off-site backup tapes weekly for all servers.  
 Fiber connected multi-building layer 3 switched network with Extreme Networks Alpine and Summit switches linked with 802.3ad and Cisco 3500 switches and 7120-T3 routers. Dual T1 lines with BGP and HSRP for fail over. Supports Gigabit, 802.1q VLANs for Admin, Engineering, Wireless, etc, RMON, SNMP, RADIUS Authentication, EPICenter Java Based Web Management Console. Policy based NAT for internal private addressing. Centralized SYSLOG server.  
 Windows, Linux, BSD, and Solaris servers.Apple X Serve RAID FibreChannel.  
 Perforce source code control server hardware and account maintenance.  
 RedHat Enterprise Linux RHEL3 Workstations with dual screens for Cadence IC Design EDA engineers. MATLAB server farm support and licensing.  
 DDNS Server, redundant DHCP infrastructure and redundant FlexLM servers.

<b>Senior Technical Specialist</b>	<b>Syntex/ Roche Bioscience</b>	<b>1993 – 1999</b>
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**Responsibilities:**

Application Manager supporting 400 end users worldwide connecting to Oracle databases for Clinical Trial and Adverse Event tracking in a validated environment.

**Duties and accomplishments:**

Traveled to Roche sites in Japan, Germany, England, France, and US to integrate new client server application into diverse networks.  
 Support physicians using Oracle Clinical, AdVent, Oracle Forms Developer and Runtime versions. BrioQuery, Timbuktu, and Oracle SQL\*Net on Mac and PC.  
 Second level technical support for client services teams supporting Drug Research and Development, HR, Production Labs, Diagnostics, etc.  
 Member of Global Change Advisory Board (CAB) with weekly video conference.  
 Setup and aministratation of Multi-Server Remedy Action Request System.  
 Configure X-Windows sessions to Macs and PCs from UNIX and VMS servers.  
 Set site-wide standard for deployment tools used by all groups: HP Open View, perl.  
 Windows NT Server configuration, management, and troubleshooting. Specify new systems for engineers and remote users.  
 Remote Access product manager.Evangelist for Remote Access migration from "dumb" terminals to

TCP/IP. Installed ISDN lines for home telecommuters.

Build and test software packages for standard desktop applications. Worked with application developers to document, audit deployment of software with detailed test scripts. Trained personnel in remote locations on deployment techniques.

Meeting Maker XP server and hub administrator. Cross platform group scheduling.

<b>Technical Specialist</b>	<b>Tandem Computers</b>	<b>1991 – 1992</b>
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***Responsibilities:***

Member of Help-desk team supporting 1500 Mac and PC Workstations in 10 buildings.

***Duties and accomplishments:***

Performed end user desktop support. Setup and use HEAT tool for call metrics.

Special project: Switching desktops from serial to Ethernet connections.

Train and advise corporate computer users on use of new networking software.

Configure and update TCP/IP Macintosh client software and MS LanMan Servers.

Certify dial-in users on security procedures and track modem usage.

Worked with architects and network engineers to ensure availability and troubleshoot issues.

<b>Telecomm Specialist</b>	<b>US Air Force</b>	<b>1985 – 1989</b>
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***Responsibilities:***

Trained and deployed to maintain equipment used to communicate intelligence information related to images captured on film by SR-71 and U2 spy planes. Stationed overseas at Osan Air Base, South Korea as well as at Beale AFB, CA and Wurtsmith AFB, MI.

***Duties and accomplishments:***

Traveled to Secure Communication Centers worldwide to maintain and repair data communications and encryption equipment; Model 28 and 141 teletype. High Speed paper tape punch and reader using 5-bit Baudot code, Analog closed loop DC based facsimile system.

Obtained Top Secret SCI/SBI security clearance to handle sensitive information.

Used data analyzers and oscilloscopes to troubleshoot to discrete components.

Worked with telephone repair technicians and satellite engineers to test system integrity and troubleshoot issues.

**Volunteer Work:**

Santa Clara Swim Club	VoIP Phone System Install	2006
Peninsular Bible Church, Cupertino	Norstar PBX System Support	2005 - 2006

**Education and Certifications:**

Year	Technology	Institution
2008	ITIL Certification	Hewlett Packard
2008	Operating Routers and Ethernet Switches in the Enterprise (OJRE - AJRE)	Juniper
2008	QLogicFibre Channel Specialist (FCA, FCS)	QLogic
2007	Isilon Certified Clustered Storage Associate (ICCSA)	Isilon
2007	Citrix Presentation Server Setup and Administration	Citrix
2006	Virtual Infrastructure with ESX Server & VC	VMware
2006	Symmetrix SAN Internals	EMC
2005	Hacker Techniques and Incident Handling	SANS Institute
2005	Security Management 414 CISSP	SANS Institute
2004	Auditing Networks, Perimeters & Systems	SANS Institute
2004	Advanced Systems and Network Auditing	University of California at Santa Cruz
2003	Hands-on Firewall and Access Lists	Global Knowledge
2002	Network Security Policy and Administration	Extreme Networks
2001	Network Design and Troubleshooting	Wildpackets
2001	Airopeek Wireless Network Analysis	Wildpackets
2001	EtherPeek TCP/IP Network Analysis	Global Knowledge
2000	Securing Microsoft Windows NT Networks	Global Knowledge
1999	Microsoft Exchange Server Administration	Quickstart
1998	Microsoft SQL Server, NT 4.0 Server, & SMS	Quickstart
1985	Telecomm Systems Electronics Certificate	United States Air Force