Kristoffer David Knigga

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Technical Exposure

Hardware: HP and Cisco managed switches; Cisco routers and PIX firewalls; Cisco Fibre Channel switches; HP ProLiant and 9000 servers, disk enclosures, and workstations; Dell servers, disk enclosures, tape libraries, and workstations; white box/custom servers and workstations; Cobalt RaQ; EMC CLARiiON CX and Symmetrix DMX arrays; Quantum and Sony tape libraries

Operating Systems: Microsoft NT 4, 2000, XP, and Server 2003, Linux (Red Hat, Red Hat Enterprise, Fedora Core, and CentOS), HP-UX 11i, Apple Mac OS X, Palm OS

Applications: DHCP, BIND, Sendmail, Postfix, Mailman, Ipswitch IMail, Microsoft Exchange, Apache, IIS, MySQL, Microsoft SQL Server, Active Directory, Microsoft Terminal Services, OpenSSH, cron, iptables, NTP, WINS, Samba, RIS, DFS, jabber, NFS, Barracuda Spam Filter, Websense, PGP Universal Server, RSA SecureID, Goodlink, Sharepoint, Intersystems Cache, FACS, Microsoft Office suite, Microsoft Visual Studio, VERITAS Backup Exec, Dell OpenManage, MediaHouse Enterprise Monitor, BigBrother, Hummingbird Exceed, NCD PC-Xware, Adobe Acrobat Professional, Microsoft Operations Manager, HP Systems Insight Manager, VERITAS Storage Foundation (VxVM and VxFS), Commvault Galaxy, EMC NaviCLI, EMC Solutions Enabler, HP MirrorDisk/UX, HP Ignite/UX, HP Glance/UX, EMC Powerpath, Redhat Kickstart, VMWare GSX, CommVault Galaxy, EMC SnapView, EMC TimeFinder

Programming / Scripting: PHP, shell, Java, Structured Query Language (SQL), Visual Basic 6, VBScript

Experience

Systems Administrator

SallieMae Asset Performance Group — Niles, IL — June 2007 – Present

Maintained HP-UX, Red Hat Enterprise Linux, and Windows servers in support of an application that generated over $200 Million in annual revenue. Worked with diverse teams to deploy, tune, and troubleshoot new and existing systems. Generated system documentation and defined SOPs.

- Sole administrator in charge of day-to-day operations for up to 55 critical production UNIX servers
- Worked with storage team to plan and execute migrations from direct attached storage to EMC CLARiiON array providing increased ease and flexibly in storage management
- Worked with storage team and vendor to plan and execute migrations from EMC CLARiiON to EMC Symmetrix DMX array resulting in 30% increase in performance for critical applications
- Wrote scripts to manage array-based clone technology for backups of production environments
- Planned and performed operating system upgrades of critical servers without downtime to business
- Automated monitoring process to ensure health of DR data
- Lead a team in a massive network re-addressing project with 100% transparency to end users

Co-Owner

Jones Business Integrations — Ladoga, IN — Jan. 2005 – Sept. 2006

Co-owned web hosting and web application development that catered mainly to small businesses. Planned, implemented, and maintained network and server infrastructure. Evaluated and procured hardware and software.

- Migrated network and servers from office back room to collocation center
- Worked with customer to design custom content management system tailored to livestock breeders

Network Administrator

1up! Software — Kokomo, IN — May 2003 – Aug. 2004, May 2005 – Aug. 2005

Administered network equipment and servers for a company providing web presence solutions to small publishing companies. Worked with routers, firewalls, and switches, web, database, email, DNS, and other servers. Assisted clients with email and other Internet-related issues. Made purchasing recommendations to management.

- Migrated customer-facing servers from in-office server room to collocation center
- Overhauled backup systems and strategies to cope with rapidly growing capacity demands
- Wrote custom application to monitor for and alert on system errors

Certifications, Clearances, and Classes

- Veritas NetBackup 6.5 Fundamentals course – November 2008
- Red Hat Enterprise Clustering and Storage Management course – October 2008
- Red Hat Linux Networking and Security Administration course – September 2008
- Microsoft Certified Systems Engineer – May 2003, November 2007
- Microsoft Windows Server 2003 Troubleshooting course – October 2007
- Commvault System Administration and Engineering course – August 2007
- A+ Certified Professional – April 2003
- Cisco Certified Network Associate – April 2002

Education

Purdue University West Lafayette, IN Aug. 2004 – May 2007
Major: Psychology Degree: Bachelor of Arts

Vincennes University Vincennes, IN Aug. 2001 – May 2003
Major: Computer Networking Technology Degree: Associate of Applied Science
Awards: Dean's List semesters 1, 2, 3, and 4; Graduated magna cum laude