

Chris "Ski" Kacoroski
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GOAL: Make technology work for people and organizations

SKILLS: Understanding the value and appropriate uses of technology
Team leadership and individual mentoring
Large scale (6000+ machines) multi-site infrastructure planning, implementation, & support
Project Management, contract negotiation, & vendor monitoring
Identity Management

EXPERIENCE

1994 – Current: Professor & Instructor

Adjunct Professor at Bellevue College (9/2013 – Current)

- Teach undergraduate courses in System Administration, Linux, Cybersecurity, and System Automation

Adjunct Professor at City University (9/94 – 2/2001)

- Taught undergraduate and graduate courses in Operating Systems, Object-Oriented Analysis and Design, Comparative Programming Languages, and Objected Oriented Programming

Instructor at Bellevue Community College – Continuing Education (4/98 – 2/2001)

- Curriculum development and teaching of C, C++, Linux, and Perl courses

2021 – Current: Director Issaquah Community Emergency Response Team (CERT)

2009 – 2015: Director/President League of Professional System Administrators (LOPSA)

2003 – 2022: Unix Admin, Northshore School District, Bothell WA

- Responsible for these enterprise systems:
 - Rapid Identity for identity management lifecycle management
 - VMware cluster and various SANs supporting 220 virtual machines
 - Exanet/Nexsan and EMC NASes with 60TB of data
 - Siemonster and Splunk for logging and analysis
 - 100 Unix servers running a mix of Oracle, Centos, Ubuntu & Debian Linux, Solaris, & BSD unix
 - BackupPC backing up 1500 staff workstations saving customer data 2 – 3 times/week
 - Netvault/Veeam/Cohesity backup software and DataDomain disk and long term LTO tape archives
 - Oracle and Informix database servers for eSIS student records and BiTech HR/Accounting apps
 - Zimbra email server and CanIT mail filter (700K messages per month, 80%+ are spam)
 - OpenNMS, Zabbix, PRTG for monitoring
 - OpenLDAP and Active Directory for directory services
 - EfficientIP Solidserver and BIND DNS and DHCP
 - Multiple MySQL and Postgres databases supporting Apache and Tomcat servers
 - CFEngine, Puppet, Salt, Ansible configuration management systems
 - Wrote and supported multiple internal web apps based on mysql, apache, RT, python, and perl

2003 - 2013: Owner, CCK Technologies, Seattle, WA

- Specialized in Enterprise Unix implementation and support
- Divinsa: Set up and maintain BackupPC for online backups of Unix/Linux systems
- Seattle School District: Provided tier 2 Solaris support while their Unix Admin on vacation
- RevolutionAnalytics: Set up server room, moved company to new building, found them a full time system admin.

2001 – 2003: IT Director, Insightful, Seattle, WA

- System Admin for 40+ Unix machines running Redhat/Mandrake Linux, Solaris, SunOS, HPUX, Irix, True64, and AIX. Ran NIS for authentication and AMD for file sharing.
- Renegotiated phone contracts that saved company \$5000/month.
- Implemented ShoreTel voice over IP telephone system and Veritas enterprise backup system.

- Developed corporate wide Information Technology plan for presentation to the Board of Directors
- Lead IT team that continued to provide a high level of service even though the team shrunk from 9 to 4 people The team is responsible for a network of 250 Windows, Linux, and Unix machines; all network services (web, ftp, VPN, firewall, security, email, phones, data); and all databases for marketing, sales, accounting, and tech support across 4 different sites in the US
- Migrated the company from sendmail and over 10 different email clients to Exchange/Outlook
- Set up an internet gateway that blocks over 3500 spams and 30+ viruses per day
- Build out of the server room including 2+ Terabytes of disk space and 25 new servers
- Built VPN between Seattle, New York, NY; Raleigh, NC; London, UK; Toulouse, FR; and Basel, CH

1998 - 2001: Information Systems Manager, Scenicsoft, Lynnwood WA

- Grew IT department from 3 to 6 people to maintain a network of 300 Windows, Linux, and Macs; all network services (web, ftp, international VPN, email, firewall, phones, data); tradeshow support; remote user support (20 dial up users); and databases for marketing, sales, accounting, tech support, and development for a very fast growing company (tripled in size in 2.5 years).
- In 2000 the team implemented multiple new processes (helpdesk, equipment ordering, loaner & meeting room reservation), sold over \$15K of old equipment, handled over 110 hire/departure events, setup 128 workstations, expanded the servers from 13 to 29, set up a offsite FTP site, and remodeled the server room. The team migrated the company from over 7 different email clients to Exchange/Outlook and trained users on it.
- In 2000, ScenicSoft only experienced 1.5 days of downtime due to viruses although most companies experienced 4 or more days of downtime because of the team's efforts in implementing antivirus software and in responding to virus attacks.
- Implemented a Gigabit backbone and 100MB switched network infrastructure to the desktop.
- Implemented new phone contracts that saved company \$3000/month.
- Planned and executed move of company (65 people) and equipment into a new building in 4 days.

1995 - 1998: Mathsoft, Seattle WA

Senior Information Systems Manager (7/95 - 9/98)

- Stabilized 4 member IT department that had 100% turnover and averaged 4 hours of downtime per week while maintaining network of 40 unix machines (6 vendors), 130 PCs and Macs; internet/intranet web and ftp site; dial-in server; firewall; and division databases for marketing, sales, order entry, invoicing, tech support, and bug tracking.
- Developed a division system architecture plan and implemented a disaster recovery plan.
- Implemented Saleslogix CRM sales force automation system

Tech Support Manager (9/97 - 9/98)

- Turned around 4 member tech support team that averaged 90+ calls on the queue and delays of 4 weeks by changing to a 3 tiered tech support process.

1985 – 1995: Multiple Positions, The Boeing Company, Seattle WA

- Final position was as lead of a team responsible for 350 RS6000 Unix workstations. We re-engineered the system processes resulting in improved customer satisfaction even though the average team experience dropped from 3.5 to 1.6 years.

EDUCATION

- Courses in Management Techniques, Leadership, Team Building, Quality, and Vendor Technologies
- Eight years graduate study, Univ of Lowell, MA & Univ. of Washington, WA (1984 - 1994)
- M.S. Applied Physics (Solar Energy), Trinity University, San Antonio, TX (May 1984)
- B.A. Physics, University of Dallas, Irving, TX (May 1982)

PRESENTATIONS & TALKS

- “Identity Management”; ACPE Conference, 5/2022
- “Ransomware Lessons”; Keynote LISA Conference, 6/2021
- “Time Management”; ACPE Conference 5/2013
- “BackupPC”, ½ day tutorial at SCALE, Los Angeles 2/25/2011
- “Using Puppet for Mac Workstation Configuration Mgmt”, SASAG Mtg 6/12/2008
- “Backing up 1500 Mac Clients”, SASAG meeting 3/10/2005

References available on request