Jonathan Day-Reiner

contact@18pct.com   Scarborough, Ontario, Canada

SUMMARY

I have had the good fortune in my career to bring to market multiple ground-breaking products in both the online payments and digital marketing spaces, and I look forward to exploring new opportunities in senior IT leadership. I am a motivated, hands-on technical leader and generalist that understands the dynamic operational challenges faced by organizations as they transition from traditional physical infrastructure and proprietary software to cloud computing platforms and open-source solutions. My wide breadth of experience and strong communications skills allow me to work effectively under pressure and bring out the best in my team.

HIGHLIGHTS OF EXPERTISE

- Fifteen years of enterprise systems experience, six years in a financial industry setting, eight in digital agency services, including Software as a Service, Cloud Computing/Infrastructure as a Service, n-tier Online Payments (P2P / P2B) and e-banking applications leveraging Agile methodologies and a strong DevOps focus
- Eight years in management, architecture and consulting roles, including multiple direct reports, $1 million+ budgetary responsibility, vendor relationships and contract negotiations, statements of work, providing estimates and project planning
- Five years of people management experience, including hire/fire and performance management
- Intuitive learner and first-rate problem solver; takes personal ownership of tasks

PROFESSIONAL EXPERIENCE

K2 Digital (Klick Inc.)   5/2013-Present
Senior Manager, Systems

Reporting to the VP Technology, lead the K2 Digital managed "Hypercare" consulting and managed hosting practice. A diverse and challenging role, the practice provides full-service application management and systems administration combined with professional consulting services including DevOps consulting, architecture design, policy/process development and technology strategy. The K2 Hypercare practice also delivers flexible bare-metal and cloud-based managed hosting operations to bring the full spectrum of technology and services that enterprise clients need to effectively serve their customers.

- Act as primary systems architect for the organization and engage enterprise-class clients to consult on a diverse set of projects including both custom and off-the-shelf Linux and Windows applications -- often with complex security, regulatory and data-residency requirements.
- Introduce a strong, platform-agnostic, DevOps-based strategy to all client engagements, delivering projects for clients such as Suncor, Manulife Financial, Bank of Montreal, Walmart, Rogers, MillerCoors and Federated Co-Ops.
- Accountable for developing both short and long-term department strategy, budgeting and financial reporting, vendor and partner management, contract negotiations and managing an outsourced team of SharePoint developers in Belarus.
- Develop internal process and policy documentation, create statements of work (SOW) for client engagements, respond to RFPs and security audits, create due-diligence evaluation materials and presales consulting.
- Drive client satisfaction by managing mission-critical projects from discovery to delivery. Provide accurate estimates to ensure engagements are appropriately priced
- Utilizing agile methodologies, deploy open-source tools such as Jenkins, Ansible, and Docker containers for orchestration, management and continuous integration.
- Leverage Logstash, Packetbeat, OSSEC, Icinga2 and statsd/graphite, proactively monitor, trend, scale and manage a heterogeneous .NET (SharePoint, IIS), PHP (Drupal, Magento eCommerce) and Java (Tomcat, WebSphere Portal) application environment to ensure business objectives are met and SLAs are consistently exceeded.
- Deploy and maintain applications across a variety of cloud platforms, including IBM Softlayer, Amazon AWS, Microsoft Azure and Digital Ocean.
- Manage Citrix Netscaler Application Delivery Controllers and Brocade Vyatta Firewalls

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80/20 Solutions Inc.   4/2010-5/2013
Director, IT Operations

Reporting to the office of the President and operating within the confines of strict budgetary constraints, accountable for the planning and delivery of all infrastructure and IT projects. Transitioned department from startup phase through to established business. Led the successful migration of platform infrastructure from traditional datacenter to private cloud at Centrilogic.

- Planned and executed migration of entire production infrastructure stack from in-house equipment to the cloud (Centrilogic, Amazon AWS, Cloudfront, SendGrid, Google Apps)
- Introduced Zendesk helpdesk system and developed support processes to streamline client interactions
- Developed infrastructure Disaster Recovery Plan (DRP) and led creation of the overall organization Business Continuity Plan (BCP).
- Migrated primary internal operations servers to virtualized environments (VMWare)
- Migrated from in-house ticket/bug tracking to cloud-based Jira Studio subscription; including Jira, Confluence, Greenhopper, subversion, and elastic bamboo for continuous integration
- Acted as the public technical face for the company, regularly providing interviews to various industry media regarding the effects of cloud computing on IT departments
- Implemented comprehensive system and network monitoring utilizing Nagios and pnp4nagios -- including trending, escalations, custom service checks for JMX and Oracle, and custom event handlers for "self healing"
- Manage and train outsourced application support resources

80/20 Solutions Inc.   9/2007-4/2010
Manager, Technical Infrastructure

Reporting to the CTO, managed the day-to-day operations of all Software as a Service (SaaS) platform technical infrastructure, including both production datacenter, Asterisk PBX and a mixed Windows/Linux/OSX office LAN environment.

- Managed, administered and scaled-out an enterprise-grade SaaS marketing platform, utilizing both JBOSS 4.5 and Apache Tomcat application servers in a tiered architecture.
- Database architecture, capacity planning and administration of Oracle 10g Real Application Cluster (RAC) under Redhat ES 5 Linux.
- Established technical and operational standards, including standardized, automated deployments and change-control processes; responsible for documentation of all technical policies and procedures
- Regularly interfaced with advertising agency clients, providing professional services and consulting to ensure both a smooth transition to the service and minimize adoption costs
- Developed client-facing documentation detailing bring-on procedures and technical best practices
- Ensured SLAs were consistently exceeded despite strict budgetary and resource constraints
- Deployed and administered high-demand (1 million+ daily requests) content management systems utilizing both Liferay Portal (Java/Tomcat/PostgreSQL) and Drupal (PHP/Apache/MySQL) CMS products.
- Designed and maintained both bulk-class (500k+ emails / day) and transactional e-mail infrastructure, including liaising with major e-mail providers to ensure regulatory compliance (PIPEDA, CAN-SPAM) and technical best practices (SPF, DKIM, Feedback Loops).

PROFESSIONAL EXPERIENCE CONTINUED

CGI, Architecture and Project Services   1/2007-9/2007
Senior Consultant and Technical Team Lead

Accountable for design, deployment and delivery of systems architecture for all new CGI client projects. Deliverables also included full documentation, ITIL standard build-books, transition plans, training operations support staff, and disaster recovery / business continuity procedures.

- Led the infrastructure transition of the Interac E-Mail Money Transfer (Bea WebLogic / Oracle) and Interac Online Payments (J2EE / MySQL) systems from Acxsys Corporation to CGI.
- Consolidated datacenter architecture via a virtualization and containerization model utilizing Solaris Containers, Zones and Sun Coolthreads servers -- reducing overall hardware costs by 25%, lowering power consumption by 50%, expanding flexibility, and minimizing systems administration overhead.
- Acted as subject matter expert for client products and services, specializing in translating complex technical concepts and jargon into understandable business language and "plain English" requirements
- Technical lead and primary escalation point for the front-line systems administration team
- Co-lead on all systems transition activities and prime on all application and middleware activities
- Successfully decommissioned proprietary Entrust CA and PKI infrastructure, including conversion of live XML feed and reconciliation/settlement processes servicing the "big five" financial institutions to leverage Open Source tools (GNU Privacy Guard and OpenSSL) instead

Acxsys Corporation (Interac Association)   10/2004-1/2007
Manager, Network and Systems Administration

Reporting to EVP Operations, managed a team of three systems administrators, one network administrator and one Oracle database administrator. Responsible for all technical purchasing decisions, including a capital budget of $2 million and a yearly operating budget of over $1 million; established good rapport and working relationship with product participants, outside vendors and consultants.

- Working closely with development and major stakeholders, architected the systems infrastructure for the "Interac Online " system -- the world's first online P2B direct debit product. Moved away from expensive proprietary platforms used in previous products to execute using open-source solutions (Tomcat, Mysql, Linux).
- Managed the day-to-day operations of all technical infrastructure for both the Interac E-Mail Money Transfer (now called Interac eTransfer) and Interac Online products
- Replaced remaining BEA WebLogic platform systems with Sun's competing servlet engine for a yearly savings of over $100k in support costs
- Renegotiated corporate Oracle support contract for the Interac E-Mail Money Transfer service, reducing yearly support fees by 60%, a net reduction of $85k per annum
- Successfully achieved a workable balance between planned deliverables and day-to-day operational activities; major assignments consistently completed on-time and under budget
- Significantly reduced overhead costs and trimmed operating expenditures through server class changes, hardware consolidation, and annual contract reviews
- Improved average incident response times by 50% by implementing a high-speed mobile VPN solution for on-call resources
- Acted as primary escalation point for all 24x7 production support issues
- Developed systems Disaster Recovery Plan (DRP) and worked with Chief Security Officer to develop the overall company Business Continuity Plan (BCP).
- Built and maintained a streamlined and capable team to support all public-facing Interac applications
- Participated in organizational PCI certification audit.

PROFESSIONAL EXPERIENCE CONTINUED

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CertaPay Inc.   9/2003-10/2004
Team Lead, Systems Administration

Based on trending and analysis of the original systems architecture, led the design and implementation of the first major infrastructure upgrade. Revised architecture both doubled capacity and increased fault-tolerance -- **at a net 40% reduction in hardware costs and support fees**.

- Acted as team lead for all systems activities, provided mentoring and guidance to other members of the team
- Worked daily with developers and operations staff to overcome technical obstacles and provide incident response across environments
- Oversaw deployments, patches and upgrades throughout product life cycle, from QA to UAT and production in a BEA WebLogic 7/8 and Sun J2EE application environment
- Worked with Manager, Network and Systems to architect and deploy initial systems infrastructure
- Designed and implemented multi-site database cluster using Veritas Cluster and Volume Replicator
- Set up and administered an Entrust PKI Certificate Authority and end-to-end encryption system to secure XML communications with partner FIs
- Migrated monitoring system to use open source tools to evaluate application performance and provide statistical trending (Big Brother, munin, MRTG).
- Migrated application middleware from BEA WebLogic 7 to WebLogic 8
- Implemented standardized, automated deployment practices, continuous integration and change control policies throughout product life-cycle

CertaPay Inc.   9/2001-9/2003
Systems Administrator

Worked through initial design, shakedown, and launch of the world's first and only Inter-Bank Email Money Transfer system; a product that interfaces directly with Canada's Big Five financial institution (FI) networks.

- Responsible for ongoing maintenance and care of a highly-available, multi-campus 100+ Sun Microsystems UNIX server environment
- Set up monitoring system (WhatsUp Gold) to evaluate application performance and provide statistical trending
- Readied systems and department procedures for annual TrueSecure audit
- Managed company DNS using BIND 9 and maintained corporate website (Apache/Redhat)
- Executed application deployments with BEA WebLogic versions 5 through 7
- Maintained Sendmail Servers for a large volume transactional e-mail service, delivering millions of messages per month
- Interfaced directly with Financial Institution technical teams to solve application issues and provide first line support
- Escalation point for desktop support from Windows IT helpdesk staff
- Maintained strong security posture and strict adherence to change control policy
- Provided 24x7 on-call support for application

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OTHER ACTIVITIES

- An avid photographer and historical process printer, my traditional silver-halide photographs have been published in Eye Magazine, Spacing and the Toronto Star
- Member, League of Professional Systems Administrators
- Linkedin profile: **www.linkedin.com/in/dayreiner**
- Github profile: **github.com/dayreiner**
    - Cryptocurrency Projects: VertPunk, vertcoinj, Vertcoin Android Wallet
    - Gists: gist.github.com/dayreiner

EDUCATION

Ryerson Polytechnic University   **9/1995-4/1999**
Print Journalism Programme

REFERENCES

Available upon request

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TECHNICAL SNAPSHOT

Skill set	Years	Skill set	Years	Skill set	Years
Sysadmin/DevOps	10+	Application Servers	10+	Systems Architecture	10+
Database Architecture	10+	Disaster Recovery and BCP	8	High Availability / Clustering	10+
Virtualization	8	Containerization Technology	8	Continuous Integration	6
Ansible	2	Cloud Computing / IaaS	6	Policy/Process Development	8

Operating Systems:
- Linux: Redhat Enterprise 4/5/6/7, CentOS 6/7, Ubuntu 12/14, Debian 7/8
- Microsoft Windows Server 2003 through 2012R2
- BSD: FreeBSD, OpenBSD, Apple OSX
- Solaris 2.6 through Solaris 10 (x86 and Sparc)

DevOps, IaaS and Automation:
- Continuous integration with Jenkins and Atlassian Bamboo
- Orchestration and management of Linux and Windows systems with Ansible
- Container platforms – Docker, LXC, Solaris Containers and Zones
- Citrix Xenserver, VMWare, Virtualbox, vagrant
- Microsoft Hyper-V
- IBM Softlayer cloud platform
- Microsoft Azure cloud platform
- Amazon AWS cloud platform, including EC2, Cloudfront CDN, Glacier, Route 53, S3
- Digital Ocean
- Google Apps for Work and Office 365 Management
- Microsoft SharePoint and SharePoint Online Administration and data architecture
- Monitoring and Trending with Icinga2, Nagios, Logstash, Packetbeat, topbeat, graphite and statsd

High Availability and Backup:
- IP Multipathing and NIC teaming for HA Networks
- Barracuda and Citrix Netscaler 10.5 application delivery controllers
- Load balancing with Linux ldirectod, balance, nginx, BSD hoststated, pfsense
- Veritas Storage Foundation Suite (Solaris/Linux)
- Veritas Cluster Server
- Veritas Storage Foundation for Oracle
- Volume Replication with VVR
- Veritas Netbackup, Unix backup tools, rsnapshot
- Solaris Cluster, Linux Heartbeat, homebrew failover solutions
- Terracotta bigmemory

Databases and Data Stores:
- Oracle Data Guard
- Oracle Real Application Clusters (RAC)
- MariaDB and MySQL Replication (Slave and Multi-Master)
- MariaDB and MySQL Galera Clusters
- MSSQL Clustering
- PostgreSQL
- Redis, including Redis Sentinel
- Elasticsearch

Middleware:
- Open-source SMTP servers - Sendmail / Qmail / Postfix (including 10m+ daily delivery)
- Caching with squid and Varnishd reverse proxies
- Solaris Jumpstart and Redhat Kickstart for automated deployments
- Zendesk, Freshdesk, JIRA Studio, Bugzilla, Fitnesse, Confluence, Remedy
- Asterisk/Trixbox VOIP and PSTN Systems
- WebLogic 6,7,8,9 / SunOne J2EE Application Server, Apache, NginX, lighttpd
- Tomcat and JBOSS
- IBM WebSphere Application Server, IBM WebSphere Portal 8.0 and 8.5
- Microsoft Active Directory, SunOne Directory Server, Sun LDAP cluster and OpenLDAP

Security / Encryption / Audit Technologies:
- Entrust PKI, Entrust/Authority, PGP/GPG
- OSSEC, Tripwire, rkhunter, CiRBA, ACI PRiSM
- Network-Based IDS/IPS Systems (Snort, Barracuda)
- Auditing with Kali Linux and the Metasploit framework
- Vulnerability scanning with Nessus and Acunetix
- Web Application Firewalls – Citrix Netscaler, mod_security
- Brocade Vyatta network gateway firewall appliances