

# EVAN RINALDO

◇ Celina, TX 75009

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## TECHNICAL SKILLS

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Platforms:	Windows, Linux/UNIX (Debian, Ubuntu, CentOS, SUSE, BSD, IRIX)
Cloud:	AWS (CloudFormation, EC2, IAM, VPC, ELB/ALB, Network Firewall, Route53, Lambda)
Networking:	Cisco, Sonicwall, Watchguard, FortiGate, Barracuda, Sophos, NetScaler
Protocols:	TCP/IP, DNS, SNMP, WMI, DHCP, SMTP, FTP, NTP, HTTP/SSL
SIEM/IDS:	SolarWinds LEM, LogLogic, Tripwire, Snort, Security Onion, AlienVault
Monitoring:	SolarWinds (SAM, NPM, WPM) Nagios, Cacti, LogStash, CloudWatch
Software:	VMware, HyperV, Jenkins, Apache, SQL, MySQL, Git, Puppet, OpenVPN
Tools:	TCPDump, Wireshark, Nmap, Metasploit, Qualys, Nessus, Nexpose
Languages:	Powershell, Python, Bash, Batch

## PROFESSIONAL EXPERIENCE

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Amazon	November 2018 - Present
<i>Technical Lab Developer</i>	<i>Dallas, TX</i>

- Design and develop scenario-based training labs across a broad range of AWS services.
- Automate lab environments with CloudFormation and custom scripts to streamline deployments.
- Collaborate with architects, and SMEs to deliver accurate, scalable, and maintainable content.
- Support and maintain deployed labs across multiple verticals to ensure reliability.
- Enforce security best practices by reviewing and updating policies and templates.
- Designed a custom Network Firewall solution as a nested stack to mitigate fraud.
- Conduct peer and security reviews to uphold compliance standards.
- Develop custom Lambda functions for integration within lab templates as needed.

Amazon	April 2017 - November 2018
<i>Cloud Support Engineer</i>	<i>Dallas, TX</i>

- Provided practical solutions to customers using a broad range of AWS components.
- Recreated customer issues in AWS Lab and provided procedure/code fixes when needed.
- Trained Networking profile new-hires on Route53.
- Participated in recruiting and new candidate interviewing.
- Identified reoccurring trends and worked with other engineers to provide custom solutions where applicable.

Edge Communications	January 2015 - April 2017
<i>Infrastructure Engineer</i>	<i>Plano, TX</i>

- Responsible for ensuring reliable operations of production, staging and development environments.
- Involved in system development of custom HA PBX solution using pacemaker, cman, and DRBD.
- Provided systems administration, monitoring, maintenance, and automation services.
- Utilized puppet to push out new packages, configurations and custom code to production environments.
- Worked closely with development to help manage and maintain code lifecycle.
- Responsible for development and maintenance of PXE environment/custom ks files.

- Daily server maintenance. (Backups, DNS, OpenVPN, Logs, InfoSec, Web, Radius, MySQL)
- Architected and built core infrastructure components when necessary (Vmware clusters, SAN).
- Managed and maintained core IDS systems and vulnerability management systems.
- Remediated issues found from IDS and vulnerability scan report/logs for PCI.
- Debugged and wrote custom bash scripts when needed.

Citrix

September 2014 - January 2015

*Netscaler TRM*

*Dallas, TX*

- Administered complex technical issues for Citrix NetScaler product line.
- Managed customer accounts and acted as sole point of contact for assigned customers.
- Ran proactive reports for customers regarding bugs, configuration best practices, open cases...etc.
- Reproduced customer issues in the Lab to verify problems and provided feedback to development.
- Coordinated cross team and cross vendor communications to resolve customer technical issues.
- Analyzed log files and network traces to help determine root cause.

Fiserv

March 2013 - September 2014

*Sr. Network Analyst*

*Frisco, TX*

- Managed and maintained Cisco firewalls and core data center switches.
- Ran daily maintenance tasks and reports to ensure proper system integrity.
- Created and maintained scripts used in system maintenance and custom monitoring components.
- Responsible for log management, auditing and incident handling.
- Captured and investigated network traffic when necessary utilizing off the shelf tools.
- Managed weekly internal PCI penetration scans using hardened Qualys device.
- Participated in vulnerability review, exploit confirmation and remediation.
- Constructed and maintained SolarWinds monitoring and SIEM systems.
- Built internal IDS system and managed event alerts and overall system configuration.
- Administered Tripwire servers. Installed patches and tweaked settings when necessary.
- Configured and added new Tripwire policies. Verified alerts fired and logged correctly.
- Produced customer document imaging receptacles using T-SQL.

Twist Solutions

May 2010 - March 2013

*Systems Administrator*

*Dallas, TX*

- Remotely managed client infrastructures using VPN and other remote software.
- Maintained client firewall configurations. ACL, port lockdown, VPN, hairpin setups, L2L tunnels.
- Provided solutions pertaining to SPAM control, backups, cloud products and DNS management.
- Operated as designated network/server technician within company structure.
- Diagnosed and fixed a variety of server issues within client environments.
- Participated in after hours pager rotation within designated technical team.
- Served as primary technician related to Linux issues for all active clients.
- Provided best practices recommendations in relation to customer projects.
- Telecommuted and had no problem staying on task or completing services requests within SLA.

Ayco, a subsidiary of Goldman Sachs  
*Systems Analyst*

October 2001 - January 2010  
*Dallas, TX*

- Provided hardware and software technical support to approximately 80 regional employees.
- Monitored and maintained servers, network devices and user workstations.
- Performed necessary hardware maintenance and upgrades for all regional hardware.
- Assisted new users on initial system setup and navigation.
- Diagnosed basic network connectivity issues.
- Initiated the creation of several logging scripts used for troubleshooting.
- Supported in house tax software technical issues when needed.

JCPenney  
*Help Desk Analyst*

February 2001 - October 2001  
*Dallas, TX*

- Provided remote technical support to all retail sales stores.
- Remotely managed production servers and employee workstations.
- Installed OS patches and monitored overall health of store servers.
- Monitored and maintained network hardware.
- Provided support for network peripherals and sales floor POS registers.
- Maintained inventory databases via basic SQL queries.
- Reproduced technical issues in the lab to verify reported bugs.

Sykes Enterprises  
*Technical Support Representative*

May 1998 - June 2000  
*Sterling, CO*

- Provided hardware and software technical phone support to end users.
- Assisted users on a variety of platforms (Windows, MAC, and IRIX).
- Performed desktop and peripheral support.
- Ordered software licenses.
- Participated in after hours pager rotation.

## EDUCATION

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Art Institute of Pittsburgh  
Bachelor of Science in Game Art & Design

### Certifications

AWS Certified Developer - Associate

AWS Certified Cloud Practitioner

SolarWinds Certified Professional

QualysGuard Certified Specialist - Vulnerability Management

Citrix Certified Professional - Networking

LPIC-1

SUSE Certified Linux Administrator (CLA)