Ash Wilson

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Work History:

CloudPassage   San Francisco, CA
Sr. Security Analyst
  Cloud Security Platform
  January 2014 - Present
Provide post-sales engineering and support services to customer base.
File bugs and enhancement requests on behalf of customers.
Design and execute customer on-boarding plans.
Programmatically fulfil automation and integration needs for customers.
Write technical blog posts with Halo policy and/or programmatic collateral.

AlienVault   San Mateo, CA
Tech Support Manager, U.S.
  Unified Security Management System
  August 2011 - January 2014
Served as the liaison between Customer Success and Product Engineering groups.
Deep troubleshooting of AlienVault's Unified Security Management system within complex infrastructure
  environments.
Managed customer relationships to ensure renewals, helping to improve the product by filing engineering
  tickets and enhancement requests.

Terenine   Chattanooga, TN
Global Network Services Manager
  Managed Services Provider
  May 2009 - August 2011
Managing engineer. I assembled and led a team of five to expand and support telephony,application
  delivery, and IP networking services within a geographically-distributed company.
Completed design and implementation of multi-datacenter full-mesh network, along with creating the
  testing procedure for the same, to ensure application survivability in the event of a catastrophe.
Frequently worked with other in-house engineering groups to create custom solutions and low-interruption
  transition plans for on-boarding new business.

Elink Business Innovations   Chattanooga, TN
Contract IT Resource
  Technology Services Company
  June 2004 - August 2011
General IT contract work. Mostly Linux server administration and basic networking.
SomeSalesForce administration and light APEX coding.

Smart Furniture   Chattanooga, TN

Network Administrator
 E-Commerce
 September 2006 - March 2009
Hired when the company was very small, fewer than 30 people. Built and iteratively improved the office, retail, warehouse, and hosting infrastructure to support business growth.

Orange Grove Center   Chattanooga, TN
Computer Technician
 Non-profit organization serving the needs of the developmentally disabled.
 February 2003 - November 2006
Hired to help build and support the organization's network at the main campus, and expanded to more than fifty sites around the Tennessee Valley. The network provided protected access to client records from group homes and work sites around the area.

Familiar Technologies:

Operating Systems:
 CentOS/ RHEL
 Debian
 Open SuSE
 Solaris 10
 Windows Server products, 2000-2012
 Windows Workstation XP, 7, 8
Windows Domain Tools:
 Active Directory
 DFS
 Group Policy
 NT File Replication System
 RAS/RADIUS
Virtualization:
 Proxmox
 VMware ESX, Vsphere
Infrastructure and Security Tools:
 AlienVault USM
 Alterpoint Network Authority Inventory
 Chef
 CloudPassage Halo
 MRTG
 Nagios
 Nessus
 Nmap
 OpenNMS
 Shorewall
Communication/Collaboration:
 GIT/SVN
 Liferay Portal
 Openfire XMPP Server

Web Infrastructure:
 Apache HTTP Server
 IIS
 MySQL
 Tomcat Servlet Container
Network Equipment:
 Cisco ASA appliances
 Cisco CallManager Express
 Cisco Catalyst switches
 Cisco PIX firewalls
 Cisco Unity Connection Messaging System
 Force10 S, C, and E series switches
 Fortinet range of UTM devices, Fortianalyzer
 Xsigo IO virtualization products
Application Delivery:
 Riverbed Steelhead
 F5 LTM
 F5 GTM
Protocols:
 TCP/IP
 Policy-based routing
 IPSEC and SSL VPN
 VRRP
Languages:
 BASH
 Python
 Javascript
 XHTML/CSS
 XML/XSLT