

Mr. Shannon Shalako Coen

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Skills

Project Mgt: User experience design, resource planning, functional specs, prototyping, QA
Languages: SQL, XHTML/CSS, shell; OOPHP
Systems: Digital/Solaris/HP-UX/Irix; Redhat/Fedora/CentOS Linux; Windows OS; Mac OS
Databases: Oracle, MySQL
Sys Admin: Apache, Sendmail, Qmail, Postfix, Procmail, Courier-IMAP, Mailman, Icecast, Helix, SSH, BIND, iptables, ipsec VPN, rsnapshot, mrtg, FUSE/SSHFS, fstab
Enterprise: Kenan/Arbor Billing Platform, Rational Clearcase, Remedy, Veritas

Experience

Sputnik Ecommerce Systems – San Francisco, CA

2/2006 – 10/2008

Deployment Manager

- Collaborated with team on architecture, functional specification and implementation, and user experience design for proprietary SAAS web application. Utilized Axure for prototyping.
- Ran planning & project management; extensive use of Copper, Basecamp, and other PM tools
- XHTML/PHP/CSS/Javascript; copious theme skinning and functional customizations of Pinnaclecart and Wordpress
- Managed and QA'd work of offshore, local contract, and in-house developers and designers
- Implemented and managed client engagements, internal projects, and vendor relationships with focus toward delivery of elegant solutions on time and within scope and budget.

Systems Administrator

- Configured/maintained: Plesk, Modernbill to automate account provisioning & hosting; version control for SAAS dev
- Deployed: mysql5/php5 in parallel with existing mysql3/php4 stack as proof of concept for production upgrade; SNMP remote monitoring via Zabbix and mrtg; dual daily backup solution using Plesk back end scripts as well as mysqldump in combination with rsnapshot over SSH using RSA keypairs
- Implemented several migrations of hosting systems between hosted VPS, dedicated, and co-located hosts
- Installed Fedora and Cent OS in server configurations, including TCP/IP, LAMP stack, external storage using fstab, firewall using iptables, DNS using BIND, secure mounted network partitions using FUSE/SSHFS
- Managed local office network: Active Directory, IAS, Exchange, DNS, and VPN services on Windows Server 2003
- Configured Mac OS X workstations for Active Directory
- Managed production and development Linux hosts, local and remote

Ticketmaster – San Francisco, MA

7/2004 – 2/2006

IT Representative

- Trained new hires, managed vendor/client relations. Configured and installed servers and large wireless networks.

CSG Systems, Inc. – Cambridge, MA

12/1999 – 8/2002

Software Release Engineer

- Compiled, packaged, and delivered initial software releases, incremental bug fixes, and client-specific custom applications developed on Unix and NT platforms; managed software releases across the Kenan/Arbor product suite for international clients; set up automated daily builds for internal test team

Software Implementation Consultant

- Deployed enterprise-class billing system for large telecommunications companies; managed solo projects and participated in team efforts comprised of design of data models, delivery of project plan documents, database configuration, and extensive testing and troubleshooting of various software modules; daily use of SQL utilities to configure Oracle databases running on Sun hosts; managed synchronization of systems and database configuration

Redlight Music – Boston, MA

3/1997 – 8/2004

Owner, Event Director, Music Producer, DJ

- Founder, director, and resident DJ at #1 house/techno weekly event in New England for 7.5 years. Produced numerous large one-off events. Extensive experience managing design/decoration/promotion/security teams and booking international talent.
- Professional DJ since 1994; performed throughout USA, Europe, and Asia. Two records released to critical acclaim.

Education

Massachusetts Institute of Technology – Cambridge, MA

2/2001

Bachelor of Science in Management Science with option in Information Technology; Concentration in Music