

**Paul B. Reiber, Jr.**  
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I have nearly thirty years hands-on multi-platform experience with UNIX/Linux/Mac/Windows development, operations, and customer support. The industries I've worked in include: robotics, automotive factory automation, the Pentagon, Department of Agriculture, and other Federal governmental agencies, telecommunications and network management sectors, shipping, security, insurance, embedded and multimedia hardware and software vendors. I have hands-on development experience in over forty programming languages, analysis and debugging skills that are unsurpassed, interpersonal skills bridging technical and managerial boundaries, and a ready willingness to help and to learn.

### **Career Experience:**

Rackspace Hosting, San Antonio, TX

#### **UK After-Hours Customer Support - L2 Linux Administrator - Jan 2010 – present**

As a customer support technician, I fanatically handle customer concerns, from file renaming through zone restoration. I enjoy working on customer issues, taking their calls, and helping them through difficult situations. Technologies: Linux, yum/rpm/rhn, apache, mysql, qmail/sendmail/postfix/dovecot/exim, plesk, firewalls, Internet-facing servers.

Rackspace Hosting, San Antonio, TX

#### **Linux Trainer Aug 2009 – Jan 2010**

I shadowed various organizations within Rackspace, preparing course content, refining both my training skills and my customer support skills, and attending various pertinent training courses. All of these efforts have been undertaken with the goal of preparing me as a fully qualified trainer for the support floor. I have experience with Rackspace internal customer support tools, the myrackspace customer portal, and a wide variety of associated intranet and internet tools as well.

Atempo Americas, Inc., Palo Alto, CA

#### **Technical Expert Jun 2008 – Oct 2008**

I provided both the Atempo U.S. and International customer bases with phone-based technical assistance and remote support. I developed a strong working knowledge of the Atempo Time Navigator product, assisting customers remotely with upgrades and installations, problem diagnosis and resolution. This position served to hone both my phone skills and my diagnostic skills. I cultivated quite strong customer relationships, and helped the group to refine its business practices to better support their customers. Technologies: Atempo Time Navigator, Virtual and Physical Tape Libraries and drives, SANs, Fusion, VMware ESX Server, Applix Workcenter, most versions of: MacOS, UNIX, Linux, Windows.

Various Consulting Firms, Silicon Valley Area, CA

#### **Linux Consultant, for Taos, Oxford Intl, & others 2005 – Jun 2008**

I have provided a wide variety of Silicon Valley based clients with assistance ranging from help desk services and QA for embedded linux solutions through colo/server-room review and

upgrade, software debugging, help with real-world testing and troubleshooting, and developing/defining testing procedures. Technologies: Xen, VMware, Qemu, Ruby, Python, Javascript, Groundworks, Nagios, Cacti, IBM & Unisys mainframes, IBM, HP & Dell servers, OLPC, Chumby, Blackberry, NXT-G, LSF, DNS, PXE, Kickstart, SANs, iSCSI, Samba, Windows Vista, Busybox/ucLinux, TWiki, Joomla, MoinMoin, MediaWiki, TiddlyWiki, Javascript, jQuery

Open Country, Inc., Belmont, CA

**Co-founder, CTO 2000 – 2001**

**Consultant, Programmer, e-Librarian 2004 - 2005**

I was one of the original 5 founders of Open Country. I left, then later returned to consult there. As CTO I wore any number of hats, as one does for a startup. Later, returning as a consultant, I helped define and shepherd numerous business processes, helped with implementing a TWiki-based corporate knowledge base tool, researched open source administrative tools for integration with Open Country's systems and applications management tools, and installed and administered a wide variety of Linux distributions, as servers, workstations, and reference platforms. Also I implemented a number of example systems management scripts and processes for use with the products. Technologies: Linux, bash, tcsh, Java, C, C++, PHP, Perl, Tcl/Tk, Twiki, MySQL, JDBC, CVS, Apache

Progressive Insurance (consultant), Cleveland, OH

**Consultant, Analyst, BPE, Programmer 2001 – 2003**

I provided analysis, design, and implementation assistance for various improvements to Progressive's customer service business processes, including extending existing data structures, and user interfaces, and coordinating modifications of source code in multiple languages - Smalltalk, C++ and Cobol for the IBM mainframe. Technologies: IBM VisualAge Smalltalk, ENVY Developer, Lotus Notes, Rational ROSE, COM, MQ-series, XML, Windows NT

Sun Microsystems (consultant), Mountain View, CA

**Business Process Engineer, Programmer 1998 – 2000**

I developed the majority of the JSP pages and back-end API implementing Sun's internal company-wide SAR (security adequacy review) solution – including the SAR process definition (roles and responsibilities), the web-based interface, the back-end database, and the reporting and extraction interfaces. Technologies: JSP (Java Server Pages), JDBC, Oracle, Postgres, FoxPro, MS Visual Studio, J++, JDK, MS Project, SourceSafe, Windows NT, Solaris, AIX

Prism Solutions, Inc., Sunnyvale, CA

**Manager, Analyst, Development Lead 1997 – 1998**

I managed the team developing 'Prism Warehouse Executive', a leading edge data warehouse visualization tool. I coordinated product releases, and authored, edited, and proofread documentation for the new features we were adding. I ensured my team (and the teams of my peers) delivered working solutions, on time, under budget. Also I assisted with administering the UNIX servers and telephony equipment. Technologies: ERwin, SourceSafe, Vantive, Outlook, Project, Solaris, ENVY, ParcPlace Smalltalk, Sybase SQLAnywhere, JDK

Federal Express (consultant), Memphis, TN

**Lead Programmer 1996 – 1997**

I joined the FedEx PrePrint Project as a UI developer, but was soon asked by management to lead the team, to ensure we would deliver a working solutions under some unfortunate and adverse conditions. I cultivated teams, collected/revised deliverables schedules, integrated disparate modules and APIs, and developed a unifying user interface for the various subsystems of FedEx's globally distributed Pre-Print solution. Technologies: ParcPlace VisualWorks Smalltalk, HP-DST, Sybase, C++, ENVY Developer, IBM AIX, Microsoft Windows NT

NYNEX Applied Research, Allink Co., White Plains, NY, & NYC, NY.

**Product Architect, Development Lead 1988 – 1995**

I initially joined the NYNEX Science & Technology Laboratory as an MTS - a Member of Technical Staff. After a brief stint exploring the potential of DS3 level bandwidth for multimedia applications, I joined with four other researchers and launched "NYNEX Allink Company" to develop and productize the 'Allink Operations Coordinator,' a global-scale, heterogeneous integrated network management product. I lead the team responsible for the product's artificial intelligence engine. My contributions included feature design and implementation, protocol designs (a la SNMP) and designing both object and relational database schemata. Technologies: SunOS, Solaris, C, C++, Objective-C, NEXPERT Object, Smalltalk, SNMP, CMIP/CMISE, CORBA, telephony OAM&P systems

EDS Federal Systems Group, EDS/GM, Washington DC, Bethesda & Baltimore, MD.

**UNIX Specialist, Software Engineer 1986 – 1988**

My clients included the Pentagon, Department of Agriculture, and General Motors. I designed and developed software solutions for a variety of client needs on UNIX platforms, ranging from PC-based Xenix systems through mainframe UNIXes. Also I assisted with authoring the POSIX real-time specification, and authoring numerous proposals in response to RFPs. Technologies: POSIX, UNIX, Orange Book, DEC VAX/VMS, MAP/TOP, Fortran, Allen-Bradley PLCs, C, sh, csh, MS-DOS

American Robot Corporation, Pittsburgh, PA

**Robotic Applications Programmer 1984 – 1986**

Customers of the "Applications Group" in which I worked include Ford Motor Co. and Singer Kearfott. I developed software to automate factory production lines and assembly stations using AR-Basic, extended and improved the AR-BASIC robot control language based on my real-world needs such as interfacing with existing factory controllers. I worked in tight coordination with engineers in other disciplines - electrical, mechanical, etc. Technologies: C, UNIX, AR-BASIC, AR-Smart, 68000 and 6809 Assembler, Allen-Bradley Programmable Logic Controllers

*NOTE: Career Experience is abridged; full details upon request.*

**Education:**

- Rackspace Hosting - RHCE Training, Support Fundamentals, onboarding
- Atempo training - backup/restore technologies
- Taos Mountain technology lab, various training

- Prism Solutions - Data Warehousing Product Line Training
- Parc Place Systems - Smalltalk, OOP, MVC, CORBA Training
- Electronic Data Systems (EDS) - bootcamp, PM and SELC training.
- University of Pittsburgh - Computer & Library Sciences track – 2 yrs.
- Carnegie Mellon University - Computer Science/EE track – 1 yr.
- Choate Rosemary Hall senior year – Preparatory School
- Westinghouse Science Honors Institute - extracurricular science program
- Baldwin High School, Pgh, PA grades 9-11 of High School
- Ongoing - Much of what I learn in "self-taught" via research and investigation.

**Additional Skills:**

- Multilingual (fluent in English and Spanish, passable Portuguese)
- Capable artist, musician, LEGO robot builder, and web blogger
- YMCA Volunteer, Swim Instructor
- Great with user experience design, integrating protocols and technologies