

John M. Simpson

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Summary

Seasoned DEVOPS Engineer, Linux System/Network Administrator, Programmer, and Technical Writer.

- Programming: Perl, Shell, C
- DEVOPS: Puppet, Terraform, Jenkins, Github Actions, Ansible
- Linux System Administration: Red Hat, Debian
- IPv4/IPv6 Network Administration: MikroTik, Cisco, iptables, BGP, OSPF
- Cloud/Virtualization: KVM, Azure, AWS, VMWare
- Documentation: Markdown, mdown, Docbook, MediaWiki, HTML/CSS
- Other: Apache, Asterisk, djbdns, Docker, Elasticsearch, expect, Freeswitch, git, Grafana, Graphviz, iptables, Logstash, mdown, nagios, nginx, OpenSSH, OpenVPN, PGP/GnuPG, qmail, RabbitMQ, RADIUS, RPM packaging

Experience

Principal Engineer, Software – Voalte/Hillrom/Baxter, September 2012 to February 2026

Designed and implemented the deployment and configuration of Voalte servers. Managed DEV/QA servers and networks.

- Designed, wrote, maintained, and documented Voalte's Puppet code, used to manage all Linux servers.
- Designed and implemented the Voalte Proxy Server solution.
- Assisted with the design and implementation of other Voalte-related products.
- Designed and implemented processes to build virtual machines, using Terraform and Shell/Perl scripts.
- Designed and implemented processes to create RPM packages containing Erlang OTP applications, directly on a Linux machine or within a Docker container.
- Established and documented processes to manage DNS records, SSL certificates, and other internal systems.
- Administered the Engineering/QA network in the Sarasota office, including all physical infrastructure.
- Set up self-updating RPM mirror servers for CentOS 7, RHEL 7, and RHEL 9, for internal use.
- Migrated Voalte's code repositories from Bitbucket to Github as part of an acquisition.
- Trained and mentored junior-level DEVOPS engineers.
- Wrote and maintained documentation, including "books" written in Markdown and published using mdown.

Linux System Administrator – Federal Express Services, July 2011 to June 2012 (Contractor)

Administered 200+ Linux Virtual Machines for the FedEx Services Revenue Systems Performance Analysis group.

- Scripted the process of installing and/or upgrading the software on 200+ machines, reducing a three-day manual process for two people, to a five-hour process for one person.
- Wrote scripts to analyze JMS connections and produce a diagram showing the "message flows" between servers.

Senior Linux Engineer – Highwinds CDN, February 2010 to June 2011

Administered 1200+ Linux and Windows machines in eleven datacenters for a global Content Delivery Network.

- Designed and implemented a world-wide distributed monitoring system based on nagios.
- Designed and implemented a system for propagating DNS updates to tinydns servers in every datacenter.
- Wrote a CDN overview document which was required reading for new CDN engineers and software developers.

Senior Linux System Administrator – Atlantic.net, April 2009 to October 2009

Administered 200+ Linux servers and associated networks for an ISP and Commercial Data Center.

- Administered all ISP servers (DNS, RADIUS, qmail, web hosting, XMPP, Asterisk, etc.)
- Assisted with network management issues, including terminal servers, Cisco routers, and switches.
- Wrote scripts allowing junior-level engineers to administer web hosting and email domains without root access.
- Provided senior-level customer support for dedicated and managed Linux servers.
- Trained junior-level engineers in how to work with Linux, including the command line, scripting, and iptables.

Internet Infrastructure Coordinator – KUA.net, March 2000 to July 2002

Designed, implemented, and managed the operations of an ISP operated by a municipally-owned Electric Utility.

- Rebuilt all existing servers using a standard Linux platform, while minimizing impact on users and staff.
- Migrated existing DNS and email servers to djbdns and qmail, with real-time virus scanning.
- Wrote a custom RADIUS server to support custom rules, such as rejecting calls based on Caller-ID number.
- Wrote an internal Customer Service web site, combining information from multiple ISP and Electric systems.
- Provided senior-level technical support, including on-site router configuration for commercial customers.

Independent Consulting – Various, September 1998 to Present

Various computer- and networking-related consulting engagements, between and during full-time jobs.

- Wrote a database which consolidated multiple state governments' databases into a web interface for private investigators to "run background checks".
- Designed and wrote a system for video jukeboxes to receive content updates via satellite links.
- Implemented a system for an office building to limit tenants' bandwidth usage over the building's network.
- Designed and implemented multi-site VPN solutions for multiple clients.
- Designed and implemented an Election system for a local real estate brokers' association.

Head Programmer/System Architect – Internet Access Group, September 1995 to August 1999

Supervised a team of System and Network Administrators while writing programs for clients and internal operations.

- Promoted from dial-up Technical Support to System/Network Administrator, then to Head Programmer.
- Rebuilt existing ISP servers, standardizing on specific versions of Red Hat Linux and Solaris.
- Designed, coordinated, and implemented the addition of several new POPs around Florida.
- Developed scripts to reduce the monthly billing process from three days to four hours.

Education

University of New Hampshire, 1992

Courses in Data Structures and Operating System Design.

Virginia Institute of Technology, 1991

A nine-month course in Computer Programming and business applications.

Defense Language Institute, 1988-1989

A year-long course in the Korean language, completed while in the US Army.

Certifications

Puppet Practitioner, 2018

Instructor-led course in best practices for managing Puppet Enterprise servers, Puppet code, and Configuration Data.

Personal

- <https://jms1.info/> contains a collection of technical documents I've written since 2018.
- <https://jms1.net/> is my original web site from 1999, containing older documents.
- General class Amateur Radio operator, call sign KG4ZOW.
- US Army Veteran.