

Gordon Tetlow

San Diego, CA

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Highly skilled systems engineer turned technical manager. Seven years management experience of both Technical Operations and Security Engineering teams. 15+ years experience administering multiple UNIX variants. 10+ years working in large-scale infrastructure (5000+ hosts). Comprehensive systems and security architecture experience. Understanding of business issues and able to interpret into actionable items. Experience with everything from systems, security, and networking to compliance, vendor and people management.

Experience

ServiceNow, Inc.

San Diego, CA

Sr. Manager, Security Engineering

May 2012 - Present

Management Responsibilities and Accomplishments:

- Responsible for security program for all production and IT assets.
- Led the technical team responsible for achieving concurrent compliance goals for ISO27001, SSAE16 Type II, and FISMA Moderate. All of these goals were achieved in 9 months.
- Key implementation owner to achieve FedRAMP Moderate certification through FedRAMP JAB.
- Ground floor manager in Security organization as headcount increased from 6 to over 85 employees.
- Acted as an incubator environment for new teams during build up of Security organization. Successfully built and spun out the following teams to become sister groups: Product Security, Security Operations, and Identity and Access Management.
- Re-established vendor relationships that had been dropped due to management turnover. Leveraged renewed vendor relationships to effectively implement security solutions.
- Established budgetary numbers for Security Engineering team.
- Establish relationships with peer groups in the organization to advocate Security throughout the organization.
- Directly interfaced with customers to identify, understand, mitigate and remediate potential issues during both pre- and post-sale phase.
- Wrote and trained on the initial Security Incident Response Process.
- Established bonus metrics for team. Conducted reviews and career planning.

Technical Responsibilities and Accomplishments:

- Revitalized and expanded Splunk infrastructure to fulfill requirements for Security program.
- Led project to implement IDS solution in production datacenters.
- Took over and secured RSA SecurID infrastructure.
- Architected and rolled out initial deployments of IdentityIQ
- Implemented private PKI infrastructure.
- Established certificate management policies, reducing a painful customer experience to a much more streamlined, operational process.
- Create and maintain protocol and cipher standards for customer interaction with ServiceNow platform.

Sr. Linux Administrator

July 2011 - May 2012

- Managed the Systems Engineering team composed of 9 engineers spread across 3 geographic areas (San Diego, Seattle, London). Instituted daily scrum calls to ensure collaboration and awareness within the group.
- Joined the group during a time of incredible chaos, pulled the team together and focused on improving reliability of the service.
- Built internal IRC server to aid cross group communications channel.
- Evaluated and replaced shared password database with a secure auditable solution. Began as a grassroots project and ended up department wide for all shared passwords.
- Architected and implemented new outbound mail relay system.
- Rolled custom RPM packages for internal software.
- Headed effort to deploy Puppet across all production systems for configuration management.
- Diagnosed, triaged and remediated live customer issues throughout the infrastructure.

FreeBSD Project

Committer

May 2002 - Present

- Took over administration of FreeBSD Perforce source control server.
- Completely rewrote the man(1) utility (Shell).
- Implemented support for a dynamically linked root filesystem and managed integration process.
- Implemented nextboot(8) support in Forth.
- Managed the import of the NetBSD rc.d system into FreeBSD 5.x.
- Created volume label support for FFS.

Sony Online Entertainment

San Diego, CA

Manager, Operational Engineering

August 2008 - July 2011

Management Responsibilities and Accomplishments:

- Managed, evaluated and developed team of 7 employees with a diverse set of both IT and Technical Operations responsibilities.
- Managed vendor relationships and cost structures for multiple CDN and transit vendors.

- Juggled priorities of launching 6 games of diverse scope and implementation in a 4 month period. Each project required implementation guidance on multiple fronts:
 - Source control principles and architecture
 - Command and control
 - Monitoring and alerting implementation
 - Business Intelligence data gathering
 - Client patch processing
 - Server update deployment strategies
- Authored documentation and process guidelines to ease game team integration into the Technical Operations suite of services.
- Acted as a first point of contact for many of the game teams to start discussions and identify potential operational issues.
- Proposed and lead technical team to implement Remedy ITSM suite for ITIL aligned service processes.

Technical Responsibilities and Accomplishments:

- Created business analysis models to evaluate ongoing contracts and commitments for CDN and transit providers.
- Wrote script infrastructure in Perl and Shell to manage client patch assets across more than 10 different game properties.
- Launched new monitoring infrastructure based on Zenoss to instrument more than 100,000 data points across more than 6,000 Linux and Windows servers.
- Led internal department effort to move to centralized authentication and directory services hosted by internal Active Directory.
- Served as architect and implementer for Perforce infrastructure consisting of over 10TB of source assets.
- Constant on call resource (Tier 2/3) to troubleshoot problems.

Lead Configuration Management Engineer

December 2003 - August 2008

- Led small group (three individuals) implementing company-wide network monitoring solution and real time event handling system for over 6000 mixed Linux and Windows servers.
- Responsible for architecture, configuration and administration of company-wide Perforce source control servers.
- Built management infrastructure to ease administration overhead of 18+ internal Perforce source control servers. Wrote shell scripts for common maintenance tasks.
- Advise and troubleshoot Perforce issues for game teams.
- Developed and migrated to custom TWiki installation for company-wide internal collaborative wiki. Wrote custom authentication and directory services in Perl.
- Responsible for configuration and maintenance of server side game patching infrastructure written in Perl and Shell.
- Architected and wrote next generation patch infrastructure using Perl, Perforce and XML.
- Maintained and extended script infrastructure (ANT and Shell) for internal command and

control tool used by NOC personnel to manage production infrastructure.

- Designed and wrote script infrastructure (ANT, Perl, and Shell) for game and video ingestion and publishing for the PS3 Network store in collaboration with SCEI based in Japan.
- Constant on call resource (Tier 2/3) to troubleshoot problems.

Novartis Institute for Functional Genomics

San Diego, CA

Senior UNIX Administrator

July 2001 - December 2003

- Responsible for daily operations and maintenance of infrastructure servers.
- Lead technical participant in RFP process for SAN infrastructure, backup infrastructure, and Linux cluster systems.
- Lead systems architect for company's Oracle/Dell/EMC solution
- Responsible for initial installation and ongoing maintenance of ADIC 10k tape library (1000 tapes) and Veritas NetBackup.
- Responsible for configuration and maintenance of all EMC hardware (30TB) and software.
- Built internal monitoring system utilizing Nagios/Netsaint and MRTG.
- Deployed Jumpstart for automated Solaris installations.
- Developed solution to integrate Linux and Solaris servers with MS Windows Active Directory.
- Built and administered a secure CVS server with file-level ACLs.
- Architected and implemented complex DNS and mail routing hierarchies.

Blue Mountain

San Diego, CA

Senior System Administrator

June 1999 - July 2001

- Worked in a group of 4 people responsible for the high availability of the website which generated more than 1 gigabit of sustained traffic.
- Part of the team that expanded server operations from 12 servers to over 200 servers across multiple datacenters.
- Implemented monitoring system for server clusters.
- Responsible for maintaining the CVS archive of in house CGI scripts and Apache modifications.
- Specified and built over 50 machines by hand for increased server capacity.

Skills and Technologies

Operating Systems

FreeBSD; Linux (RedHat/CentOS); Microsoft Windows; MacOS X;

Software

Bourne Shell, Perl, Python, TCL, C, C++; Apache, mod_perl, mod_ssl; F5 Load Balancers, F5 iRules; MySQL, PostgreSQL; sendmail, postfix, qmail; DNS, LDAP, Kerberos 5, RSA SecurID; ServiceNow; Perforce, Git, CVS, Subversion; QualysGuard, Nessus; Splunk; Sailpoint IdentityIQ;

Virtualization

VMWare vCenter, Update Manager, SSO; VMWare ESXi;

Education

Vanderbilt University

Bachelor of Engineering

- Bachelor of Engineering in Electrical Engineering
- Computer Science Minor
- Overall GPA: 3.4/4.0

Nashville, TN

August 1996 - May 1999