ROLF MARTIN-HOSTER
1690 Little Willeo Road ~ Marietta, GA 30068

404-660-7273   **rolf@winmutt.com**

QUALIFICATIONS

An agile solutions architect and veteran of incident management. Contributor, troubleshooter, engineer, and dreamer with a history of solving complex business obstacles in order to facilitate highly available service portfolios. Focused on designing and implementing availability, capacity, and continuity solutions to propel continual process improvement. A continuous record of accomplishment in development while excelling at incident, event and staff management. Exceptional ability to effectively communicate with and relate to all levels of associates and clients; bilingual with fluency in German.

PROFESSIONAL EXPERIENCE

DELL INC., Atlanta, GA   2011 - Present
Senior MySQL DBA

- Leads TechDBA operations group in the 24/7 operation of Gardner Research's #1 Managed Shared Security Platform comprising of some 300 MySQL instances throughout the development environments in a dual write data center model supporting both OLTP and OLAP roles.
- Designed and implementation of a distressed query identification process that led to the 100% eradication of the introduction of new query defects into production.
- Analyzes capacity metrics and configuration items to identify opportunities for improvement with the focus of a high return on resource investment.
- Drives service delivery quality by participating on the RCA approval board, seeking for areas of improvement in four separate platforms.
- Developed many automation technologies including custom RPM management, automated DLC deployment, and numerous custom status trackers in order to standardize all managed instances of MySQL.
- Reduced multiple daily outages occurrences to maintained record lows through improved monitoring and automation.
- Implemented a least privileged access control policy for legacy products defining a DCL life cycle.
- Awarded Employee of the Month for the Dell SecureW`orks business unit and named an "Every Day Hero" of the Dell Services organization within the first quarter of employment.
- Assisted in the improvement and verification of controls and standards for SSAE16, SAS70 and FFIEC audits in conjunction with our internal security and compliance groups.
- Contributed documentation for the sharing of knowledge covering many day to day support processes to assist continual training of new hires and delegation of incident management to first tier support. Introduced the cross training of database technology support.

NATIONALNET, INC., Marietta, GA   2005 - 2011
Manager of Programming Services

- Developed and improved a complete customer relationship management solution, *myNatNet,* in PHP, Perl and Java by directing a technical team of 2-6 programmers over a six year period of continual achievement.
- Provided solutions to customers' application performance issues as a MySQL DBA by correcting poor database configurations, inadequate hardware, slow queries and poor table index optimization.
- Improved customer satisfaction with server and database performance by training new system administrators.
- Developed external projects focused on affiliate marketing applications by coordinating daily with customers, external partners and offshore developers.
- Achieved maximum efficiency in technical department by implementing Agile methodology, programming standards, unit testing, acceptance testing and code quality reviews.
- Improved work flow and saved time by collaborating with other department heads to provide case studies.
- Contributed directly to the success of the SAS70 certification effort by providing data needed and verifying standards and procedures.

(Continued)

INTERLAND, INC., Atlanta, GA 2003 - 2005
System Administrator
- Provided incident management and customer services as the front line support, this included debugging third party PHP and Perl scripts, C, sh, executive escalations and application bugs. Platforms supported include: Red Hat (7.x, 9, AS 3), FreeBSD, Solaris, Irix, WinNT and Win2k.
- Databases supported: MySQL, PostgreSQL and MS SQL.

ONLINE INFORMATION, INC., Atlanta, GA 2002 – 2003
Developer
- Maintained in-house development servers running Linux, Solaris, Oracle, PostgreSQL, PHP and ASP.
- Developed and maintained business applications and participated in defining customer requested enhancements, database design, coding, developing interface flow, implementation and deployment.

REDFERN SERVICES, LLC, Atlanta, Ga 2000 – 2002
Lead Developer
- Oversaw all server and network management and employee training.
- Assisted with pre-sales customer relationships and provided technical input for proposals.
- Project managed web development, database design, development of interface flow, designing implementation and deployment processes, maintaining bug resolution and implementing customer requirements.
- Developed server side applications using Perl (CGI/Linux), MySQL, PostgreSQL, PHP and ASP.

CORNELL TECHNICAL SERVICES, Atlanta, GA 1999 - 2000
Network Support, contracted to Atlanta Journal and Constitution
- Performed network monitoring and Help Desk support for second shift production.
- Monitored satellite and T-1 connectivity for AP newswires, other news sources and client side connectivity.

MICROAGE, Atlanta, GA, New York, NY, Los Angeles, CA 1999
Network Technician contracted to Turner Enterprises / CNN
- Performed Y2k inventory and data audits in multiple locations.
- Doubled productivity after management approved changes in Y2k auditing procedures.

AREAS OF TECHNICAL EXPERTISE

- *Databases:* MySQL, PostgreSQL, Oracle
- *Languages:* Perl, Bash, Python, PHP, PL/SQL, PG/SQL, Java, C
- *Methodologies:* ITIL, Agile
- *OS:* RHEL, Debian, Ubuntu, Solaris, *BSD
- *Storage:* VMax and Compellent SAN, FusionIO flash caching, SSD, Raid 0/1/5/10, JBOD
- *Applications:* Apache, Nagios, MySQL Enterprise Monitor, Percona Tools & Plugins
- *Libraries, Standards & API's:* mysqlnd, PDO, OOP, SOAP, XMLRPC, DOM, APC, Memcache, LDAP, Cracklib, Mcrypt, ImageMagick, xdebug. JavaScript, XHTML, Ajax, Flash, Flex, JQuery, SVG, HTML5
- *Networking:* IPV4, IPV6, SNMP, SMTP, HTTP, CISCO IOS, DNS
- *Cloud Storage:* Scality RS2, Amazon S3

CERTIFICATIONS

DELL Inc, Atlanta, GA.
ITIL Foundation Certified