Dan S. Ritter

81 Totten Pond Road Waltham, MA 02453
781-899-9468
dsr-employment@randomstring.org

Summary:

Hands-on leader of IT operations teams. I have broad and deep security, systems and network skills. I teach, train, lead and toolsmith. I like to operate reliable networks at companies where I can both teach and learn. I effectively communicate with clients, technical and less-technical employees, and CEOs.

What I Have Done:

- Chief Security Officer for a financial SaaS firm handling over $50 billion in assets under management. Equal parts responsible decision-making and diplomacy.

- Implement systems management infrastructure to handle software and configuration change management across heterogenous networks, before it was cool.

- Manage a team of system administrators with responsibility for internal IT infrastructure, development systems and production systems.

- Manage a release engineering team.

- Manage five headquarters moves, including all IT services.

- Manage three data center moves.

- Design and manage construction of new NOC for a regional ISP

- Responsible for security, IT and operations planning, budgeting, purchasing and implementation.

- Negotiate, establish and troubleshoot several hundred multi-hop BGP sessions with partner ISPs and universities in order to make Akamai's international network more effective and efficient.

- Negotiate technical aspects and SLAs of hosting contracts between Akamai and its Network Partner ISPs and universities.

- Create anti-spam Acceptable Use Policy (AUP), serve as escalation point for spam complaints, establish spam policies and procedures for the NOC and Customer Care, and work with sales department to prevent AUP violations.

- Create network architecture improvements which led to immediate reductions in spammers' ability to exploit the company's network for sending email, reducing complaints and improving the reputation of the company.

- Represent company at trade shows and Partner Advisory Board meetings, explaining the benefits of our services, answering technical questions, and resolving issues.

- Lead a product team in creating the company's first integrated VPN offering, including high-speed connections, dialup, VPN software and hardware and firewall protection.

- Provide technical and business design goals and initial specifications for multilayered intrusion detection system, creating a business plan to use a chargeable host-based IDS to fund a network-based IDS.

- Support sales engineering efforts for New England regional team and act as backup for product specialists. Major sales to NBC, IBM, Ziff-Davis, MITRE, Cabletron, and 3Com.

- Convinced potential customers and partners of the benefits of working with the company.

- Perform general troubleshooting and consulting for network partners.

- Work with customers to design firewall and caching infrastructure.

- Represent the Network Infrastructure and Architecture group to the company-wide Business Continuity Plan / Disaster Recovery team.

- Create sales-engineering training curriculum and certification structure. Provide guidance to senior engineers on product integration, advise product teams on design and review processes, arrange the mentoring program for new SEs, and train SEs for CISSP certification exams.

- Create and deliver training to sales staff to build confidence during interactions with customers and to improve customer satisfaction.

- Teach classes on network infrastructure and systems administration, for audiences of all abilities.

- Write and deliver training sessions on internet routing and security to help customer service and sales groups understand customer needs and requirements, as well as understand the "big picture" aspects of the company's technical direction.

- Review USENET news infrastructure; design and built replacement systems. Migrate from C News to INN.

- Write multi-vendor CGI shopping-cart infrastructure.

- Write scalable statistics-gathering and monitoring package for GateD routers to document and assess BGP sessions and issue alerts for problems, then port it to Zebra.

- Design and implement projects for ticketing, statistics gathering, and interdepartmental communications in order to scale a customer-facing support group without additional staff.

Where I Have Worked:

- 2015 - Present Chief Security Officer Smartleaf Asset Management, LLC - Cambridge, MA

- 2003 - Present Director of IT/Operations Smartleaf, Inc - Cambridge, MA

- 2002 - 2003 Independent Consultant - Waltham, MA

- 2000 - 2002 Network Support Engineer / Network Consultant Akamai - Cambridge, MA

- 1997 - 2000 Senior Internet Systems Engineer / Network Architect / Internet Evangelist Genuity (previously "GTE Internetworking" and "BBN") - Cambridge and Burlington, MA

- Awarded GTE President's Club - responsible for supporting sales groups that consistently achieved 125% or more of quota

- Awarded Internet Systems Engineer Excellence Award - "Consistently performed beyond expectations"

- 1996 - 1997 Cofounder Internet Depot - Binghamton, NY

- 1994 - 1996 IT Director / Systems Administrator / USENET Administrator Spectra.Net - Binghamton, NY

Hardware and Operating Systems:

I can rack machines and know a Mauser rifle from a javelin, and also the difference between Cat5 and Cat6.

x86, ARM, SPARC, Alpha platforms; multiple router, switch and firewall platforms including Cisco and Juniper; administration of UNIX (Solaris, NetBSD, OpenBSD), Linux (Debian, Ubuntu, Red Hat, SuSE), MacOS and Windows

Network Infrastructure:

BGP (Cisco IOS, JUNOS, GateD, Zebra/Quagga), RIP, OSPF, DHCP, DNS (BIND, djbdns, unbound), SMTP (Sendmail, Postfix, Exim, qmail), POP, IMAP (Courier, Cyrus, Dovecot), NIS, LDAP, RADIUS, NTP, NFS, Samba, HTTP (Apache, lighttpd, nginx), load balancers, NNTP, many others.

Security Tools:

IPF, pf, Netfilter/iptables/ip6tables, tcp_wrappers, Snort, nmap, Nessus, ethereal, netcat, Juniper Junos, Cisco IOS, Cisco PIX

Languages & Major Applications:

Perl, Ruby, Python, Bourne Shell; RT, Siebel, Vantive, Remedy; HP OpenView, Cabletron Spectrum, mrtg, cacti, observium; nagios/icinga, mon; Oracle, PostgreSQL, MySQL; Asterisk PBX; Tuttle and Chef.

Education:

1992-1996 Binghamton University, Thomas J. Watson School of Engineering and Computer Science