

# Louis Kowolowski

## *Curriculum Vitae*

### TECHNOLOGY LEADER

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I like to solve large and complex problems through quick iteration and continuous improvement. I identify the goal, choose a step along the way, then improve the solution. I'm a technology leader with over 20 years experience with UNIX, Security, and Networking. I manage globally distributed teams and build relationships which improve productivity and efficiency between teams.

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### EDUCATION

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2000 – 2004 **BS in Computer Security and Information Assurance**  
COMPUTER SCIENCE  
Southern Oregon University

### WORK EXPERIENCE

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#### Site Reliability Engineer at FlightAware, LLC

FEBRUARY 2016 – PRESENT

On call, respond to incidents, make recommendations for re-engineering, provided robust feedback to developers and customer teams, managed escalations and emergency situations, manage servers, etc.

- Serve as mentor for new-hires
- Participate in knowledge share with coworkers for Juniper network skills
- Initiate weekly group meetings to document operations tasks, processes, SLAs (both internal and external), and internal projects to streamline on-boarding of new employees and shorten the long tail on making people productive from 1yr+ to 3mo.
- Increased throughput between hosts at different sites 300-500%, through performance tuning by debugging with tcpdump and DTrace.
- Migrate Datacenters to BGP routing to ease transition to additional providers and private IP space. Coordinate with datacenter NOC to transition with less than 5m of downtime.
- Migrate 2 Datacenters, and 2 offices to Juniper SRX IPSec, increasing throughput by up to 3000% (300 Mbit to 10 Gbit). This included site-2-site VPN (data centers, offices, etc), in addition to connections with partners utilizing different vendors devices such as Cisco, and Fortinet.

#### VP Technical Operations at Silent Circle, AG

FEBRUARY 2013 – APRIL 2015

Lead the operational company vision of a privacy-friendly information service. Managed 4 globally distributed teams consisting of 12 people:

IT/Operations

- Increased customer privacy by creating new datacenter locations in Switzerland, where they have the strongest privacy laws in the world.
- Facilitated the migration to a modern datacenter architecture which reduced the dependence on any single piece of hardware; making maintenance both less time consuming and less impactful to production systems.
- Primary point of contact for all issues relating to production and engineering systems.

Release Engineering

- Managed Release Engineering on creation and management of infrastructure related to software product builds and releases to mobile app stores for Apple, Google, and Baidu.
- Oversaw source code audits, releases, and binary analysis by 3rd party vendors.
- Created an engineering lab that was physically disconnected from production resources, allowing development to be able to create and test without affecting production.

Quality Assurance

- Part of the decision-making team with the CTO and VP of Engineering, that defined policy which placed QA in a decision making role for software releases.
- Provided daily operational review and quality control for voice and text services.

#### IT Helpdesk

- Initiated the collection and organization of asset related information.
- Created and implemented procurement process and policy.
- Oversaw the day-to-day activities of supporting headquarters and regional offices.
- Initiated formalization of on and off-boarding for employees and contractors, including equipment and software training.

#### **Architect / Network Engineer at Silent Circle, LLC**

JULY 2012 – FEBRUARY 2013

Architected and deployed a secure network spanning multiple continents to facilitate end-to-end encrypted VoIP, text messaging, and email. Utilizing industry standard technologies such as IPSec, IPv6, and BGP. Deployed alerting and trending for metric collection and analysis to facilitate capacity planning and provide approximate per-user costs.

#### **Sr. Lab Systems Engineer at Symantec Corp.**

SEPTEMBER 2007 – JUNE 2012

Managed all infrastructure and assets for the Encryption group's engineering and QA labs.

- Supported over 500 RHEL/CentOS for both engineering and QA ranging from development, testing, Release Engineering, and infrastructure such as DHCP/DNS, switches, and routers. Deployed IPv6 to enable Engineering and QA to develop and test products in a dual-stack environment.
- Enabled engineering and QA spread across India and the US to work efficiently with the same resources. Re-architected the lab network and Virtual Lab Manager with 10G ethernet and Juniper Q fabric to better cope with increased scalability demands of both the front end ESXi servers and the backend EMC Clariion SAN. Architected and deployed backups for all critical resources in the lab environment both physical and virtual.
- Integrated 2 engineering teams lab infrastructure, ensuring no loss of data, downtime or functionality. Ensured a successful move to the new HQ building, bringing up all critical services on time.

### **AWARDS / CERTIFICATIONS / MISC.**

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2015 **Oregon Notary**  
Commission: 944365 Expiration: 2019

2010 **IPv6 Certification – Sage Level**  
Hurricane Electric

2008 **PGP Certified Technician**  
PGP Corp.

1993 **Eagle Scout**  
Troop 27

**Please refer to my [Linkedin profile](#) for a more complete list of work experiences along with recommendations.**