

Louis Kowolowski

Curriculum Vitae

TECHNOLOGY LEADER

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

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

WORK EXPERIENCE

Systems Engineer at FlightAware, LLC

FEBRUARY 2016 – PRESENT

Manage all infrastructure and assets for the company.

- Lead the Operations team in deploying services <space based adsb>
- Increased throughput between site-2-site IPSec VPN 300-500%, through performance tuning and debugging with tcpdump and DTrace.
- Supported over 300 production FreeBSD systems responsible for tracking all commercial and private aircraft across the globe.
- Upgraded and consolidated myriad VMware ESXi servers to all live under 1 vCenter per datacenter.
- Migrated and revived a failing Apple OpenDirectory installation to a modern version of OS X.
- Project lead on converting all PostgreSQL database connections to use TLS/SSL, including PGPool, streaming replication, pglogical, and internal application connections.
- Migrated 2 sites, and 2 offices from pfSense to Juniper SRX IPSec. This included site-2-site VPN (data centers, offices, etc), in addition to connections with partners with different devices such as Cisco ASA, Sonic Wall, and Fortinet.
- Project lead on expanding multiple datacenter footprints, doubling and in some cases, quadrupling capacity for both servers and network throughput.
- Initiate documentation of operations tasks, processes, SLAs (both internal and external), and internal projects to streamline on-boarding of new employees and reduce the long tail on making people productive from 1yr+ to 3mo.
- Serve as mentor for new-hires
- Participate in knowledge share with coworkers for Juniper network skills

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.

AWARDS / CERTIFICATIONS / MISC.

- 2015 **Oregon Notary**
Commission: 944365 Expiration: 2019
- 2010 **IPv6 Certification – Sage Level**
Hurricane Electric
- 2008 **PGP Certified Technician**
PGP Corp.

COMMUNICATION SKILLS

- USER GROUPS Periodic speaker at Hack the People
- Periodic speaker at PLUG

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