

Keith Nunn

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Professional Experience

KAPN*net Services, Security and Systems Analyst **2012-present**

Provide assessment services for security and IT infrastructure for a variety of small and medium businesses and agencies. Also provide implementation support for remediation projects. Recent clients include:

- JSCP – a Toronto actuarial firm; security assessment, planning support
- ADAPT – a Halton region addictions agency; infrastructure assessment and remediation including email, phones, mobile workforce.
- Church of the Holy Trinity – an Anglican church in downtown Toronto; infrastructure remediation, ongoing support and strategic advice

Reconnect Mental Health Services, Interim IT Manager **2012-2013**

Reconnect is a medium-sized agency in Toronto Central LHIN with a very mobile workforce.

- Developed an employee TimeCard application to support payroll system.
- Regularized IT planning and spending, helping the agency to budget better.
- Performed IT infrastructure assessments for a number of agencies to guide them in budgeting and managing their IT infrastructure.
- Oversaw upgrade of email system from Exchange 2003 to Exchange 2010.
- Project consultant for a number of Toronto Central LHIN projects.
- Supervised IT helpdesk and project staff.

XE.com Inc., Network Systems Manager **2007-2011**

XE is the world's favourite provider of online Internet foreign exchange tools and services.

- Developed and implemented a strategy to support the tremendous business growth of the organization including:
 - transition to a VMware environment on blades and iSCSI SAN devices;
 - purchase and roll out of technology refresh program valued at \$200K;
 - implementation of single sign-on via openLdap and Kerberos; and
 - a transition from our proprietary monitoring solution to Nagios.
- Hired and managed a team of three system administrators supporting an infrastructure serving over 20 million unique web users each month and 6

million smart phones.

- Reported directly to the president on issues of spending and IT priority.
- Worked collaboratively with the Development Manager to build consensus on technology choices, plan for new developments and realize opportunities through interdepartmental synergy.
- Encouraged and supported ongoing training of IT staff through conferences, course support and in-house skill sharing seminars. Mentored new hires, grounding them in our team.
- Developed a number of policy structures including an 'on call' policy and a change management policy and publishing structure.
- Led the support of a heterogeneous server (Linux, Windows) and desktop operating environment (Windows, Linux and OSX) through a number of version refreshes.
- Maintained an attitude of doing more with less. Built high availability through simple redundancy and fail-over on commodity equipment, rather than complex and high-priced proprietary systems.

XE.com Inc., IT Specialist

2005-2007

- Started IT systems group within XE.com providing development, system administration and a variety of technical support to this growing online company.
- Developed and implemented strategy to improve collaboration in the development team. These improvements were achieved through implementation of source code control (Subversion), centralized file storage (SAMBA), and internal instant messaging (XMPP/Jabber) as well as policies regarding coding standards and workflow.
- Developed strategy for backup and recovery of key resources, using a disk-based network backup tool allowing for fast, atomic backup and recovery.
- Technical lead of the team designing two new subsites. This included coding a complex http-proxy to rewrite a third-party website on the fly.

Freelance Web designer & programmer, consultant

1998-2005

Consultant in online communications and technology for non-profits. Some interesting projects included custom content management applications (prior to the availability of CMS applications) and development of an extensive and owner-manageable resource catalogue with hundreds of entries.

Partial client list included Professional Association of Interns and Residents of Ontario, The Diocese of Toronto, Health-e-Tips, Henri Nouwen Literary Centre, Primate's World Relief and Development Fund, General Synod of the Anglican Church of Canada, About Face Masks, River Liturgical Design, Diocese of Niagara, ABC Publishing, Anglican Journal.

Dominion of Canada Insurance

2003-2004

Created content for and administered the internal communications website supporting 1000 employees.

Anglican Church of Canada

2000-2003

Web Manager. Created and supervised one of the premier religious Web sites in the world within the limited budget and technology of the organization. Worked extensively with staff writers to ensure most up to date and detailed content. Wrote content and support other writers in covering a number of live events including video streaming and regular reports.

Brought the Anglican Church of Canada Web site from a standing start in 1998 to one of the top four Anglican sites worldwide by 2001 as shown in search results for the term 'Anglican'.

Circles & Arrows design, Designer/ Web designer

1991-1998

Created logos, newsletters, promotion kits, Web sites and many other designed matter for numerous clients.

Introduced the World Wide Web and the Internet to many of my clients beginning in 1993.

Technical Skills

- **Network technologies** — tcp/ip v4&6, CheckPoint, CISCO IOS, ftp, http, https, ssl, nfs, smb/cifs, xmpp/Jabber, smtp, imap, pop, ssh, news, irc
- **Programming Languages** — proficient: PHP, Perl, bash shell scripting; familiar: Python, Java, c/c++, Fortran
- **Web Technologies** — HTML, XML, Javascript, CSS
- **Operating Systems** — Linux (Ubuntu, Red Hat, SUSE, Debian), Solaris, FreeBSD, Microsoft Windows (Server 2003, 2008; Desktop 95, 98, XP, 7), OSX, OS/2, DOS
- **Virtualization** — VMware, VirtualBox
- **Other** — SQL, Apache, Tomcat, Sendmail, Postfix, Exim, Nagios, Mailman, Majordomo, all major office suites, Fogbugz, ActiveCollab, Zimbra Collaboration Server, Wireshark
- **Certifications** — ITIL v3 Foundation Certificate, Linux Professional Institute lpic1, Zend Certified Engineer (PHP)
- **Professional Development** — member of [itSMF](#) (a professional association with an ITIL focus), SecTor Toronto Security Conference (2010, 2011), BlueCat IPv6 implementation workshop, VMware online seminars