

# Karl Harris

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## EXPERIENCE

### INdigital, Fort Wayne, IN — *Senior Systems Engineer*

May 2011 - PRESENT

- Automate new data center deployment
- Maintaining multiple state 911 network and data centers
- Develop tools to monitor and manage new products

### New Paris Telephone, New Paris, IN — *Network Support*

May 2006 - May 2011

- Created backup solution for Fiber customers
- Linux Server maintenance
- Network and Internet Support for customers

## PROJECTS

### Administration System for 911 Call Routing System

Created administrative systems and interface for 911 call routing product for Motorola, Frontier Communications, and other communication providers.

### Web Application for Indiana 911 Call Management

Developed web application to manage emergency call delivery for the state of Indiana.

## ACCOMPLISHMENTS

### VMware Hypervisors

implemented and migrated existing infrastructure to virtualization to maximize hardware ROI.

**Training** support staff to offer more efficient solutions to customers which reduced escalation needs, and cut resolution time.

**Automation** introduced and implemented Rex and Ansible to cut product/service roll out to customers to 1/10<sup>th</sup> of the time.

**Monitoring/Backup** developed and deployed monitoring and backup solution for multi-state 911 network, saving customers over 400k per year.

**Research and Testing** of tools and products to support expanding services and customer base.

## SKILLS

PHP,SQL,Python,Perl,Shell,  
Lua languages

MySQL,PostgreSQL,SQLite,  
Redis databases

Apache,Nginx web servers

SIP/Jabber - voip  
communications

TCP/IP Networking

Windows, OSX, Linux  
desktops