

Steve Rubin

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SUMMARY

- 20+ years in Systems Operations, Security Operations, IT, and Customer Support
 - 7+ years in leadership positions
 - Management of employees, projects, customers, vendors, and budgets
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WORK EXPERIENCE

Shape Security	Manager, Security Operations	Mountain View, CA	AUG 2015 – JUN 2017
	<ul style="list-style-type: none">• Founded, hired, and led a team of 14 for the Security Operations Center (SOC)• Detected and mitigated OWASP Automated Threats for multiple Fortune 50 clients• Served as an escalation point for SOC analysts and engineers using proprietary SIEM• Implemented 24x7 coverage via 3 shifts, including a team in Europe• Created the training program, documentation, and processes for the new team• Responsible for budget, scheduling, and team members' career development• Worked cross functionally with teams ranging from engineering to legal Skills: Confluence, customer support, Elasticsearch, Grafana, JIRA, Kibana, management, vendor management, Zendesk		
StudioNow	Director, Systems Operations & IT	San Francisco, CA	FEB 2014 – NOV 2014
	<ul style="list-style-type: none">• Hired and led a small team responsible for systems and IT support• Supported over 60 employees working in 4 domestic offices• Managed AWS infrastructure of dozens of instances• Designed and implemented technology standards and documentation• Assessed and replaced vendors, reducing annual costs by as much as 45%• Gave presentations on technology topics (security, etc.) to entire company• Assisted CTO in disaster recovery planning Skills: AWS, bash, Confluence, DNS, JIRA, management, nginx, Salt, Ubuntu, WAF		
BitPusher	Senior Systems Engineer	San Francisco, CA	MAY 2013 – FEB 2014
	<ul style="list-style-type: none">• Supported hosted and cloud infrastructures for over 20 clients• Part of a 4 person 24x7 team managing hundreds of servers• Lead efforts to improve documentation and process Skills: Apache, AWS, Cacti, CentOS, client relationships, DNS, documentation, Git, Munin, Nagios, nginx, Python, Puppet, RT, Softlayer, Subversion, Ubuntu		
Sabbatical, in order to resolve a family matter.			APR 2011 – APR 2013
MeYou Health	Systems Architect	Boston, MA	SEP 2010 – FEB 2011
	<ul style="list-style-type: none">• 24x7 support of all systems and IT, from the cloud to desktops to mobile devices• Managed servers at multiple cloud providers, running a mix of ROR and LAMP• Partnered with Agile development team to perform weekly product releases• Allocated \$400,000 technology OPEX budget• Selected SaaS, PaaS, and IaaS solutions for systems and IT needs – no internal servers• Maintained iOS Developer accounts and managed applications in App Store• Began HIPAA compliance project Skills: AWS, bash, Cisco & 3com networking, DNS, DynDNS, Engine Yard, firewalls, Gentoo, iOS, New Relic, nginx, OS X, Pingdom, Rackspace, Red Hat		

BRW Games	Editor	Telecommute	APR 2009 – JUL 2010
	<ul style="list-style-type: none">• Primary editor for newly formed company• Maintained monthly schedule to meet serialized publishing goal• Coordinated changes with other departments• Proofread flagship publication through a dozen release cycles		
CourseAdvisor	Manager, IT & Systems Engineering	Wakefield, MA	SEP 2007 – JUN 2009
	<ul style="list-style-type: none">• Led a 4 person team responsible for Linux servers and Windows / Mac desktops• Wrote and tracked \$1.6 million technology CAPEX budget• Consolidated servers into local data center; projected savings of 40% over 3 years• Planned corporate office relocation from Wakefield to Woburn• Worked with engineering teams to define requirements for Rails based websites• Responsible for 24x7 support of over 100 servers, most at a remote hosting facility• Managed vendor relationships and project consultants• Architected HP server and NetApp storage infrastructure for production websites Skills: bash, CentOS, Cisco & 3com networking, DNS, firewalls, Gentoo, lighttpd, management, Munin, Nagios, Red Hat, vendor management, Xen		
Third Screen Media	Senior Operations Engineer	Boston, MA	APR 2007 – AUG 2007
	<ul style="list-style-type: none">• Member of a 3 person 24x7 operations team, achieving 99.99% uptime• Maintained Java environment with 25ms response time on over 40 servers• Assisted in design of new server environment for primary production site• Maintained QA and development Linux servers Skills: bash, Cacti, CentOS, Confluence, DNS, F5 load balancers, Gentoo, JIRA, Nagios, Red Hat		
Digitas	Senior Unix Systems Administrator	Boston, MA	JUL 2005 – APR 2007
	<ul style="list-style-type: none">• Senior member of a 4 person Unix team, responsible for over 100 servers at 3 sites• Architected enterprise data backup solution, moving from Tivoli to NetBackup• Assumed lead role in enterprise monitoring system redesign• Assisted in primary data center relocation within Boston		
IBM	Independent Consultant	Phoenix, AZ	APR 2004 – APR 2005
	<ul style="list-style-type: none">• Consultant on <i>American Express</i> account• Deployed new production systems• Applied Solaris and proprietary application patches to ensure system security		
Wells Fargo	Independent Consultant	Phoenix, AZ	APR 2003 – APR 2004
	<ul style="list-style-type: none">• Member of a 4 person production environment support team• Diagnosed errors in a \$2 billion per day payment system• Migrated customers to new funds transfer application• Wrote and modified Bourne shell scripts and XML• Responded to 24x7 system monitoring		
Various Companies	Systems Administrator	Boston, MA	JUN 1995 – MAR 2003
	<ul style="list-style-type: none">• Architected new multi-tier web environments• Allocated \$1+ million budgets• Managed 2-3 person teams; part of 4-20 person teams• Industries served: computer hardware, ecommerce, ISP, online education, financial		
EDUCATION			
Worcester Polytechnic Institute		Worcester, MA	MAY 1995
	<ul style="list-style-type: none">• Bachelor of Science, Computer Science		