

Russ Lohman

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PROFILE

- Strong ability to absorb new technologies quickly with a drive to improve efficiency and system performance.
- Systems and network engineer with more than 23 years of experience in hardware, infrastructure, and software on both Linux and Windows environments.
- Effective team lead with excellent communication and leadership skills focused on developing staff and creating sustainable processes.
- Committed to continuous improvement, technical education, and optimizing system performance and workflows.
- Skilled at diagnosing complex problems and completing tasks independently and reliably.

EMPLOYMENT

Twitch Inc (*DigiTimber, Isolation Inc, The Unwelcomed Studios*)
Owner, Founder, CEO

2/2008 – Present

- Lead operations, strategy, and service delivery for a hosting and MSP business supporting 1,500 hosted websites and 1,000 managed hosting accounts.
- Manage a 2 person technical team and oversee all support queues, escalations, and project execution.
- Provide helpdesk support, web hosting assistance, email troubleshooting, RMM services, and onboarding for 5 to 10 new clients per month.
- Administer and maintain infrastructure built on cPanel, WHM, Tomcat, Litespeed, CloudLinux, Imunifi360, Dovecot, Exim, WHMCS, and MariaDB.
- Maintain 99.9999% uptime, an average response time of under 120 minutes, and a 100 percent customer satisfaction score (1-10 scale) with consistent written kudos.
- Oversee MSP services for 9 clients, supporting 300 monitored devices, 10 servers, and 75 end users.
- Manage software and vendor licensing including Microsoft 365, Adobe, Envira, and WooCommerce with 100 monthly renewals and 5 to 10 license adjustments.
- Drive business development resulting in 20 to 30 percent growth over the last five years excluding 2020.
- Lead M and A planning and integration, typically absorbing 100 acquired client accounts per transaction.
- Coordinate infrastructure upgrades, migrations, and internal improvement efforts with 10 successful projects per year.
- Handle invoicing, bookkeeping, tax filing, licensing, department of revenue reporting and compliance with Washington State regulations.
- Use internal workflow and productivity tools such as Slack, Trello, Microsoft Office, Acrobat, and Photoshop.
- Develop SOPs and train team members which improved ticket resolution times by 78 percent and increased operational efficiency by 5 to 10 hours per week.

Advanced Input Systems, CDA, ID

10/2022 – 12/24

Sr. Network Architect, Team Lead (Contractor)

- Overhauled network infrastructure and IT processes from the ground up, ensuring business continuity and achieving regulatory compliance, along with scalability and administration in mind.
- Educated IT staff on optimal system configurations, enhancing performance, reliability, and service availability.
- Established and managed helpdesk ticketing strategies, improving IT department responsiveness for 200+ users.
- Implemented robust backup solutions with Pure, Veeam, and Synology devices, enhancing data protection.
- Managed Hyper-V environment with 8 servers and 70+ VMs, optimizing virtualized infrastructure and networking.
- Successfully migrated from Exchange Server 2016 to Microsoft 365, enhancing collaboration and productivity.
- Deployed full Microsoft Defender stack across O365, endpoints, mobile devices, and servers, bolstering cybersecurity measures.
- Implemented and maintained Azure Arc and Intune for streamlined on-premises updates and patching across endpoints and servers.

DataCenter and Infrastructure Services Manager (Supervisor)(Contractor)

- Managed a team of 8+ IT professionals, the core of EWU's entire infrastructure team, overseeing operations in telecom, Wi-Fi, networking, datacenter, AWS cloud, security, doors, cameras, facilities, databases, and many other areas of global infrastructure across campus and across the greater Spokane area.
- Assessed and reworked entire campus network from the ground up to support scalability, administration, and maintainability to better suit the size of the teams and technical knowledgebase of the staff and the users
- Developed documentation processes to ensure outages and network events are properly denoted for analysis and quicker resolution in the event of a duplicate or similar event occurring in the future.
- Replaced all legacy networking gear with proper Gigabit+ networking infrastructure to increase the core infrastructure throughput and support additional users and growth of the network.
- Built a NOC and trained staff to use it to observe and track campus network infrastructure thus enhancing their ability to identify short term, long term, and emergent events on the fly.
- Trained existing staff on network fundamentals like packet captures, event and audit logging, creating scalable infrastructure, and cross trained staff to ensure proper coverage of all job responsibilities.
- Exposure to GPON networking and configuration utilities; Rocky Linux, Alma Linux, RHEL 8, RHEL9

F5 Networks, Liberty Lake, WA

2/2015 – 11/2019

Principal Systems Engineer, Global Infrastructure Manager

- Created and maintained a 300+ node cluster for running FPGA layout simulations for a multitude of software applications including Xilinx, Synopsys, Altera, and Mentor Graphics running CentOS 6/7/8 and OpenLava (previously known as IBM LSF)
- Reduced time to test on most hardware platforms by up to 85% through the design and implementation of a rapid deployment PXE/TFTP via DHCP infrastructure using NodeJS and MySQL to allow users to select any version of software (BigIP, ToS, or Linux distro)
- Administration and maintenance of the OneFS EMC/Isilon and FreeNAS/TrueNAS storage clusters used in 4 sites globally. Configuration of dual protocol SMB/NFS for all users to ensure proper UNIX and NTFS ACL permissions and access to sensitive internal data.
- Designed, implemented, administered, configured, and documented all Hardware Product Development and Lab infrastructure across F5 globally. Created new processes and improved existing procedures to be more efficient and provide better visibility.
- Provided day to day tier 1-3 troubleshooting to all users of the Hardware Product Development and Lab network infrastructure, tickets via ServiceNow.
- Worked with team leads from different sites and groups to ensure that all the teams were provided access to the resources needed day to day to do their jobs and produce our products.

F5 Networks, Liberty Lake, WA

8/2011 – 2/2015

Senior Services Technical Trainer

- Served as the initial point of contact and provided training for new support employees on F5 corporate systems, job responsibilities, and TMOS up to v11.
- Managed vSphere ESX v6.0/6.5/6.7 as Training Lab Administrator, handling patching, security updates, migrations, and scalability for global training labs.
- Developed a scalable training environment capable of supporting thousands of nodes across F5's global infrastructure utilizing VMware, HyperV, and Xen.
- Implemented a tiered data storage solution using NetAPP, OneFS, TrueNAS, and Tintri to support VMware ESX clusters via FiberChannel and Ethernet.

F5 Networks, Liberty Lake, WA

7/2007 – 8/2011

Senior Network Support / Enterprise Network Engineer

- Developed expert packet-level knowledge of all common network protocols (TCP, UDP, DNS, HTTP, SIP, etc), in addition to troubleshooting techniques and abilities at both a network and systems level.
- Worked as a 2nd tier support mentor, increasing average NSE case closure rates by 40%, customer satisfaction surveys by 30%, and decreasing average time to resolution by 50%.
- Improved employee customer support processes to ensure quicker time to resolution, more complete answers, and verification of customer issue resolution.

- Customer support for F5's various hardware and software (9.x, 10.x) platforms and modules including, but not limited to: LTM, LB, LBL, EM, iRules, and ASM; via phone and email.
- Extensive experience with iRules, F5's TCL/TK coding language for use with their software load balancing connection chain internal to BIGIP.

Isothermal Systems Research (SprayCool), Liberty Lake, WA

6/2004 – 7/2007

Senior Systems/Network Administrator

- Designed and implemented a PHP and MySQL web application for server monitoring.
- Automated server monitoring using Linux scripting (Perl, bash, python) and performed preventative maintenance.
- Set up Linux network installation and live OS boot via PXE and USB; developed custom kernels, file systems, and loadable modules.
- Provided IT support for 100+ Linux-based servers handling Exim/Postfix, DNS, DHCP, CIFS, NFS, web hosting, and clustering services.
- Created and delivered training materials on system configurations and capabilities for Sales, Consulting, and IT support teams.

EDUCATION

Lewis-Clark State College, Lewiston, ID

8/2000 – 5/2003

Graduated in spring of 2003 with an Associates of Applied Science in Information Systems

Certifications: *F5Networks LTM, MCSA, CCNA (2021), Comptia A+, Network+, Server+, Linux+*