

## **Gregory T. Malsack**

N6748 Blackhawk Rd.

Portage, WI 53901

Phone: 262.269.4213 eMail: gmalsack@gmail.com

### **Education:**

- Waukesha North High School. Waukesha, WI 1991
- Here I got a start in minor programming with an instructor that allowed me to use my skills outside of the class curriculum by writing a video game for my class grade. This is also when I, with some assistance from my instructor, wrote my first accounting package for campgrounds.
  - Graduated with honors in technical education
- Milwaukee Business Training Institute. Milwaukee, WI 1991
- Received hardware and application training on business class IBM compatible computers.
  - Skills learned: Building/repairing computers, minor programming in Lotus and WordPerfect, machine language programming, and component level repair.
  - Graduated with a Diploma in Computer Electronics.
- Micros Systems Inc. Beltsville, MD 1998
- Received technical training on their 8700 system. This is an SCO Unix based restaurant management system.
  - Skills learned: Installation, and management of SCO Unix operating system, database programming, SQL scripting language programming, systems interfacing, and 8700 application programming, installation, and training.
  - Graduated with certification in 8700 Application and Unix Technology
- Micros Systems Inc. Beltsville, MD. 1999
- Received technical training on their 2700 System. This is a DOS/Windows based restaurant management system.
  - Skills learned: Programming, installation, and training for the 2700 restaurant management system.
  - Graduated with certification in 2700 Application programming
- MindLeaders Inc. 2001
- Completed Self Paced MCSE Training Course
- Brain Bench Inc. 2001
- Skill Assessment Testing
- Professional Career Development Institute. 2004
- Completed coursework necessary to acquire a Private Investigator Diploma
- Ashworth University 2006
- Completed coursework necessary to acquire a Small Business Management Diploma
- Digium Inc. 2013
- Completed instructional and coursework related to advanced asterisk administration prior to completion of the dCAP exam.
- VMware Inc. 2020
- Completed instructional and coursework related to the vSphere 6.7 Fast Track course on ESXI and vCenter

- HPE Inc. 2023
- Completed instructional and coursework related to Veeam Backup and Replication 7.0
- AtomiCorp Inc. 2023
- Completed instructional and coursework related to the open source security platform OSSEC

## Experience:

- Fox Valley Metrology 2015 - Current
- Information Technology Specialist
  - Responsibilities include complete research, design, development, implementation, and support of the company's servers, storage, switches, routers, wan, wireless, vpn, internet connectivity, and VOIP pbx.
  - Technologies include VMware virtualization, Active Directory for GPO, DNS, DHCP, File Sharing security, User account management, Microsoft SQL server access, and Azure directory connectivity for O365 access, VMware Replication, Veeam Backup, Recovery, and Replication, Cisco routers and wireless, HP switches, HP Servers, iSCSI, Fibre Channel, and NFS.
  - Accomplishments to date include replacement of outdated SAN, upgrade of VMware infrastructure, design and implementation of disaster recovery involving redundant SAN and VMware infrastructure at a remote location, converting static network routing to dynamic network routing, increasing VPN capacity for remote locations and remote workers, design and implementation of process to bring remote offices on-line quickly and efficiently, and rolling upgrades of both Windows and Linux server operating systems and Microsoft, MariaDB, and MySQL database servers.
  - Company maintains an office in Missouri, Minnesota, North Carolina, Oklahoma, Illinois, Ohio, and Wisconsin. All of which I visit on a quarterly basis to upgrade/maintain equipment or to change equipment as company growth requires.
- Coastal Acquisitions, LLC. Mobile, AL 2012 - 2015
- Senior Network Administrator
  - Managed a staff of 3 to 5
  - Responsibilities include research, acquisition, design, implementation, and supporting the company's total infrastructure. Including over 40 servers running CentOS, Ubuntu, Windows. VmWare and KVM virtualization technologies. Cisco switching and routing. Linux firewall and vpn endpoints. Cisco wireless equipment. Access control system. Time Clock system. Video surveillance system, Alarm system. As well as interfacing with management staff and supporting the software development team to provide integration between the various systems.
  - Successfully converted their data storage from NAS to SAN, increasing data storage read times from ~100mbps to over 600mbps and write times from ~30mbps to over 120mbps.
  - Successfully implemented a corporate intranet to provide reporting and control of the phone system, access control system, and time clock system. Currently working with our software development team to integrate the system with our CRM package to create a dashboard requested by our sales management staff to display sales figures and call statuses at a glance. All of this integration of the system is being done in a LAMP environment.

Gregory Malsack Enterprises, LLC. Waukesha, WI

2002 - 2012

- Owner of Classic Services
- Managed a staff of up to 10
- Provider of Windows, Novell, Linux, Unix, Macintosh platforms. Network maintenance, monitoring, and security, internet integration and acquisition, server configurations, LAN, WAN, and VPN design and implementation, system auditing services, telephone systems, voice and data cabling, law firm software specialists, automobile dealer systems specialists. preferred Asterisk VOIP system integrator, certified Polycom partner, custom web development, custom web-based application development and hosting, custom programming to integrate Asterisk VOIP PBX with client management applications.
- Partner of LITS (Lodging Industry Technical Services)
- Provider of wired and wireless internet access for several hotel chains in Wisconsin, Minnesota, Illinois, Iowa, and Michigan. Developed internet access controller using a base linux core, various net-filter tools, iptables, perl, php, html, apache, and several other linux applications.
- Visit my website for much more information about me: [www.gregorymalsack.com](http://www.gregorymalsack.com)

Data Direct/Data Vista Inc. Pewaukee, WI

1999 - 2002

- Hired as Technical Sales & Service Manager
- Managed a staff of 3 to 4
- Duties included managing, organizing, and structuring the service department since corporate change to service related industry, consult with the sales department on new installs to verify quotation accuracy. Main objective is to raise the quality of service provided to customers, and build the service related revenue.
- Provided R & D service for all new solutions needed by customers. Installed, and maintained Windows NT/2000 Servers, NT/2000 Terminal Servers, NT Small Business Servers, SCO Unix Servers, Novell Servers, RedHat Linux Servers, Netgear, Linksys, SMC, Netopia, Efficient Networks, SpeedStream, and FlowPoint routers. Minor exposure to Cisco 1602, 1720, & 760 routers. Vast experience with ExecPC, Ameritech, & TDS Metrocomm Internet connectivity using T1's DSL, ISDN, and Dedicated 56k analog connections. Setup, and configuration of DNS servers, Apache and Microsoft Web servers, Linux e-mail servers, Microsoft NT Base Post.Office e-mail servers, Microsoft Exchange servers, Microsoft, Wingate, and Squid proxy servers, Secured and Unsecured FTP Servers using Unix, Linux, and Microsoft FTP Servers, Microsoft Fax, WinFax Pro, FaxServe Fax, and Omni Rush fax servers, and Goldmine contact management software. Setup and maintained ip packet filtering securities on Linux based firewalls, Efficient Network, and Netopia routers. Exposure to the Perl programming language and cgi scripting processes. Expert in Quick Basic programming language and Yabasic programming on DOS and Linux based systems.

Cash Register Service Co. Inc. Milwaukee, WI

1994 - 1999

- Hired as field engineer.
- Duties included field service of Novell, Unix, Concurrent DOS, Windows 95/NT and proprietary Micros networking systems, and standalone cash registers.
- Promoted to Service Manager (1997)
- Managed a staff of 4
- Duties included overseeing the service department, continuing to provide service to all customers in the southern territory, and implementing an in-house computer network to run windows office products and Unix based accounting system.
- Promoted to Programming/Installation/Network Administrator (1998)
- Duties include programming, training, and installation of Micros restaurant management and hotel management systems, Windows NT business accounting networks, and continuing to build our in-house network.
- Left for desire to get back into corporate computer networking.

- Data Direct Distributors. Waukesha, WI 1994
- Hired as Vice President of Operations.
  - Duties included product purchasing, corporate accounting, product marketing and sales, and minor service on carry-in computers, network builds and bench testing before delivery.
  - Left due to change in income requirements with a new family. Company recently purchased and the new owner could not offer added income.
- Mega-Byte Computers. Waukesha, WI 1993
- Hired as Service Manager/Sales Representative.
  - Duties included product purchasing, overlooking the service department, performing repairs that could not be completed by other technicians, and quoting on sales orders.
  - Left for a better offer.
- Dunn's Business Center. Brown Deer, WI 1992 - 1993
- Hired as their Field Service technician.
  - Duties included supporting all customers that had non-carry in service needs. Maintained Novell, Unix, Concurrent DOS Networking systems, and Windows 3.x operating systems. When in the shop I performed factory authorized repairs on Panasonic, Epson, and Star Micronics printers, and building PC's for new network installs.
  - Left for a better offer.
- Entree Computers. Brookfield, WI 1992
- Subcontracted to install cabling systems for two of their larger sales. Sites consisted of 250 users and 125 users. Pulled, terminated, and tested category 5 computer network cabling and category 3 telephone cabling, installed rack mounted hubs, and converters. Also installed small coaxial runs for smaller remote workgroups.
- Computerized Camping, Waukesha, WI 1991-1992
- Sole-Proprietor
  - Wrote campground accounting package. Regression tested by Lake Arrowhead Campgrounds. Marketed the package upon completion. Unfortunately, I was about 2 years ahead of the curve. I couldn't find anyone interested in putting a computer in a campgrounds. However, about two years later another firm released a shelf package, which seems to have sparked the industry.

**Certifications:** (in order of acquisition)

- Certification in Computer Electronics
- Certification in Business Telephone Systems - Installation, Programming, & Training
- Certification in 8700 Application and Unix Technology
- Certification in 2700 Application and Windows Technology
- Certification in Computer Technical Support
- Certification in Linux Administration
- Master Certification in Windows 2000 Professional Installation
- Master Certification in Windows 98 What's New
- Master Certification in TCP/IP Concepts
- Certification in Windows 95 Administration
- Master Certification in IIS4.0 Basics
- Master Certification in Windows 2000 Remote Installation
- Certification in Networking Essentials Terminology
- Master Certification in Beginning HTML
- Certification in Network Technical Support
- Master Certification in Planning Exchange Server
- Master Certification in Windows NT Server 4.0 Planning and Installation
- Master Certification in Computer Fundamentals
- Master Certification in Microsoft SQL Server 6.5 Basics
- Master Certification in TCP/IP Delivery and Routing
- Master Certification in Microsoft TCP/IP & IIS
- Certified completion of Netopia's Regional Sales & Technical Training on all Netopia Routers
- Master Certification in Microsoft Printing Services and DHCP
- Certification in Telecommunications Industry Knowledge
- Master Certification in TCP/IP Introduction to DNS Server
- Master Certification in Windows 2000 Server MCSE: Emphasis on Terminal Services
- Master Certification in TCP/IP Name Resolution and WINS
- Master Certification in Managing DNS and TCP/IP
- Master Certification in IIS 4.0 WWW Server
- Master Certification in IIS 4.0 FTP Service
- Master Certification in IIS 4.0 Security
- Certification in Networking Concepts
- Master Certification in Apache 1.3.12 Administration
- Certified Internet Professional - Web Administration - Linux Concentration
- Certification in Unix Administration
- Certified Internet Professional - Web Administration - Unix Concentration
- Certification in TCP/IP Administration
- Certification in Windows NT Server 4.0 Administration
- Certified Internet Professional - Web Administration - NT Concentration
- Certification in Network Security
- Certification in Internet Security
- Certified Internet Professional - Web Administration - Cisco Concentration
- Certification in Cisco Network Support
- Certification in Windows 2000 Server Administration
- Certification in Microsoft Exchange 5.5 Administration
- Certified Internet Professional - Web Administration - Windows 2000 Concentration

- Certification in Red Hat Linux Administration
- Certified Completion of the Bogan 'ACE' School of Sound
- Certification in Information Technology Industry Knowledge
- Wisconsin Licensed Private Investigator
- Certification in Windows 2003 Server Administration
- Certification in Cisco Router Fundamentals
- Digium Certified Asterisk Administrator
- Certified Polycom VOIP Provider
- W3 School HTML Certification
- Digium Certified Asterisk Professional (dCAP)
- VMWare vSphere 6.7 Fast Track
- OSSec Certified Engineer

## **Accomplishments:**

- Single-handedly built an entire infrastructure for a 120 person call center in 60 days. Including installation of cabling, racks, cabinets, servers, firewalls, cable and fiber internet connections, Asterisk VOIP phone system, private instant messaging system, security camera system, access control system, file storage system, active directory, group policies, and built initial workstation images, and supported desktop support staff on rolling out the images to existing workstations, and migrating their existing network data to the new infrastructure.
- Single-handedly built a new phone system cluster for the same call center when the staff grew to over 240 agents and 4 locations. 2 in Mobile, 1 in Florida, and 1 in Panama City, Panama. Using OpenSIPS to balance the call load across a pool of multiple Asterisk servers sharing the same configuration via NFS and MySQL. Built a web-based management interface for the IT Department to use to manage the system, and web-based reporting tools for the Sales and Marketing Departments to use.
- Designed, engineered, and implemented an access control system and time keeping system using IP based RFID readers.
- Invented DynWall. A dynamic IP filter firewall program, which is controlled by e-mail conversations with the firewall.
- Invented N-Sec. A network security appliance secondary to a firewall that tracks traffic for the purpose of investigating computer crimes conducted via the internet.
- Received 2003 National Leadership Award from the NRCC
- Received the 2003 Businessman of the Year Award from the Business Advisory Council.
- Received the 2004 Businessman of the Year Award from the Business Advisory Council.
- Received the 2006 Businessman of the Year Award from the Business Advisory Council.
- Lead developer on LITS IAC. This is an internet access controller for the hospitality industry. System built using base linux and various php and perl programs to control and monitor internet connectivity for wireless guests. Device accepted by IHG (Inter-Continental Hotels Group) as 1 of 6 devices certified for use in their hotels. IHG is the license holder for Holiday Inn, Holiday Inn Express, Staybridge Inn and Suites, and several other name brand hotels.