

ERIC BALS
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EDUCATION

University of Arizona

Tucson, AZ

Bachelor of Science, Computer Engineering, Dec. 1999

EXPERIENCE

OPENLANE, Inc

Redwood City, CA

CTO, RDN Services

Feb 2009–present

Lead team of 8 developers to design & implement the next generation LAMP-based SaaS repossession software platform

- Technical lead for a highly profitable web application used by thousands of subscribers daily
- Team lead for all software & database development using PHP 5.3 and MySQL
- Project planning and developer resource allocation
- Application & network security design
- Securely interface with the largest financial institutions in the United States
- Adopted agile project management practices within the team
- Pass and maintain certification for multiple security assessments by leading financial institutions [GLBA and SOX compliance]
- Responsible for BCP/DR site preparedness
- Amazon S3 integration

Apache Software Foundation

Contributor, Apache Traffic Server

Apr 2010–present

- Contribute to the Apache Traffic Server open source project.

Yahoo!, Inc

Sunnyvale, CA

Senior Software Engineer, Cloud Computing Group

Sept 2007–Feb 2009

Extend and maintain Traffic Server, a multithreaded, fast, scalable and extensible HTTP/1.1 compliant caching proxy server serving an aggregate of 14 billion HTTP requests/day worldwide for Yahoo! Deep protocol level knowledge of HTTP & HTTPS. Developed various core Yahoo! Apache modules. Lead security architecture reviews for the Cloud Computing Group.

- C/C++/high performance networking
- Yahoo! Paranoid for the Cloud Computing Group
- Application & network security reviews for new Yahoo! services
- Added DNS SRV support to Traffic Server [RFC 2782] in support of Yahoo!'s global CDN/global server load balancing push
- Global content delivery network architecture

Recovery Database Network, Inc (RDN)

Tucson, AZ/Reno, NV

Owner

Dec 2003–Sept 2007

Designed and developed the first SaaS web application for the repossession industry. Executed and passed multiple security audits by the largest lending institutions in the US. Built out and scaled RDN for a 100-fold increase in revenue

- PHP4&5/MySQL software design
- MySQL schema design
- Application & network security
- Gramm, Leach, Bliley compliance for NPPI [non-public personal information]

Onewest.net, Regional ISP

Jackson, WY

Unix System Administrator

Dec 2002–Jun 2003

Develop, manage and implement project plans for new product offerings and service upgrades. Resolved customer trouble tickets that were escalated from the subscriber support department. Maintain SMTP/POP3/RADIUS/LDAP and other Unix services for 20,000 ISP subscribers

- Linux server administration
- Custom perl scripting
- Network support

Activebuddy, Inc [acquired by Microsoft]

Sunnyvale, CA

Network Operations

Jan 2001–Dec 2002

Responsible for ~150 Linux servers running multiple UNIX services in various internal and external networks within Activebuddy's hosting & development network

- Linux system administration
- Setup & secured RSA securid server providing 2 factor SSO for the network
- Network intrusion detection using Snort
- Custom PAM module
- Sendmail & DNS maintenance

SCO, Inc

Santa Cruz, CA

TEAM Account Manager

Jan 2000–Dec 2000

Provided 3rd tier technical UNIX support for all of SCO's UNIX operating systems primarily to Fortune 500 accounts. Held weekly conference calls and took a proactive approach to providing the best possible support for large customer installs

- Gained extensive UNIX/Linux troubleshooting and system administration knowledge.
- Published 12 technical articles for use on the SCO website
- Promoted to TEAM Engineer after 10 months

TECHNICAL EXPERTISE

- **Expert:** Linux, Apache administration, MySQL (schema design & administration), PHP 5, SQL, web application security (CSRF, XSS vectors and canvas), the HTTP protocol, "shared-nothing" architectures, SaaS, RESTful webservices, secure network design, high-availability databases, DNS (bind), Juniper firewalls, the SMTP protocol, F5 load balancers, exim, JSON, SOAP, XML, content delivery networks (CDN), HTTP caching, layer 7 routing, global server load balancing
- **Strong:** C/C++, gdb, network programming, Apache modules and the Apache state machine, SSH/SSL, Apache Portable Runtime (apr), coverity static code analysis, valgrind & (k)cachegrind, perl, pthreads, virtualization (xen), distributed systems, memcached, nagios monitoring, MRTG