

GABRIEL M. O'BRIEN
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Canadian Broadcasting Corporation

Toronto, Ontario

Senior Manager (Infrastructure), Digital Infrastructure Support

2023 – present

Operations and support team manager responsible for the base systems (virtualization, storage, operating system management) and services (data protection, monitoring, network enabling services incl. directory services, DNS, DHCP) servicing business and media infrastructure nationwide and at international bureaux. In this role, I provide strategic leadership and human resources management for a large multi-disciplinary team located in Toronto and Montréal.

Supervisor (Systems Administrator), System Operations

2019 – 2022

Member and technical leader of the System Operations team, a component of the Digital Infrastructure Support department based in Toronto. In partnership with my counterpart we provide day-to-day leadership for a team of systems administrators and technical analysts located in Toronto and Montréal. Our team is responsible for corporate IT services and infrastructure at sites across the country.

- Led Toronto team through the 2020-2022 transition to remote and hybrid work models.
- Championed transformation of internal team work culture and tools to improve cross-functional collaboration.
- Operations lead, designer, and lead implementer for current generation DNS infrastructure.

Project Lead & Senior Systems Designer, Engineering Solutions

2013 – 2019

Responsible for the conception, design, and management of broadcast systems projects for CBC/Radio-Canada. This role involved extensive collaboration with maintenance, production, and archives departments as well as budgetary and schedule oversight of assigned projects. Additional responsibilities included writing requests for proposal (RFP), contract negotiations, and vendor evaluation.

- Technical lead for English Services consolidated storage platform project.
- Design lead and project manager for the projects to virtualize and consolidate compute and storage platforms.
- Engineering lead for RFP creation and evaluation exercises including Libraries and Archives digitization.

Senior Systems Architect, Digital Operations

2011 – 2013

Provided technical leadership for the overall integration of systems supporting and delivering the CBC.ca website. Worked in close collaboration with solution architects and other technical leads to design services and oversee the integration of third party software and services.

- Evaluated, designed and implemented Atlassian software development lifecycle toolset.
- English Services technical lead for corporate wide web API management project.
- Capital planning contributor for physical infrastructure and systems software.

Senior Systems Administrator, Information Technology

2006 – 2011

Technical lead responsible for data centre infrastructure foundational to the CBC.ca website and Digital Programming and Business Development. Primary contact for CBC.ca infrastructure support, responsible for day-to-day work assignments, support, and maintenance.

- Initiated and implemented rewrite of all log management and processing tools.
- Proposed, designed, and implemented standardized CBC.ca Red Hat Enterprise Linux environment.
- Designed and deployed Xen and KVM virtualization platforms.

Tecsys, Inc.

Toronto, Ontario

Project Leader, Research & Development

2005 – 2006

Research & development special projects leader for a logistics technology business. Accountable for development and infrastructure projects. Provided front line support for clients using the Transportation Management System platform.

Nortel Networks

Ottawa, Ontario

Systems Engineer

1998 – 2005

Starting as an intern I held roles in development and corporate IT departments with increasing responsibility over my tenure in an ISO 9001/TL 9000 certified environment. Member of the on-call site Emergency Response Team and Medical Incident Response Team.

- *BCM 50 Open Source Software Prime*
- *ClearCase Administrator / Unified Manager Support*
- *Computer Systems Administrator (Intern/Contractor)*

EDUCATION & TRAINING:

2020 –	Leadership Fundamentals, Intentional Leadership, Leading Change
2022	Leading Remote and Hybrid Teams, Psychological Safety, Feedback and Conversations
2019-04	The Leader in You
2019-08	NetApp ONTAP NAS Fundamentals
2014-06	VMware Install, Manage, Configure
2014-04	Hitachi Data Systems Enterprise Storage Bootcamp
2014-03	Making Meetings Work & Managing Projects
2012-09	Kanban for Agile Teams
2010-06	Red Hat Certified Engineer (Certificate number: 805010942050244)
2009-11	Red Hat Certified Technician (Certificate number: 605009645127950)
2007-03	Project Management “Skills for Success” Training
2007-02	Information Technology Infrastructure Library (ITIL) Practitioner Certification
2004-03	Crisis Management & Behavioral Emergencies Certification
2003-01	Nortel Networks Business Communications Manager PBX Certification
2000-03	Sun Solaris Administration Certification
2000-01	Rational Software ClearCase Administration (UNIX and MetaData) Certifications
1999-05	Mount Allison University (Sociology-Anthropology/History)

TECHNICAL SKILLS:

- Information security principles and best practices for operating systems and storage
- Operating system architecture (Microsoft Windows, SysV, BSD, Linux), optimization, and operational best practices
- Amazon Web Services: EC2, Route 53, S3, Glacier, SES
- Unix systems administration and security
- Google Workspace administration
- Domain Name System software (BIND4/8/9, djbdns, dnsmasq) implementation, service design, and maintenance
- SMTP/IMAP/POP3 based mail services (Postfix, Exim Internet Mailer, Sendmail, Dovecot IMAP server, Cyrus IMAPD)
- Storage system administration: Hitachi, NetApp, Pure Storage
- x86 virtualization technology: Xen, KVM, RHEV, VMware, Parallels, jail
- OpenSSL, X.509 PKI design and certificate authority management
- System automation and deployment: Ansible, Puppet, Chef, Kickstart, Red Hat Satellite, custom scripting
- Bourne shell (sh, bash, dash, zsh) scripting and usage
- Regular expressions
- Python, Golang, C, awk, XML, HTML, CSS, PHP, YAML, Jinja
- GCC toolchain, GNU autotools, make variants
- MariaDB (MySQL) configuration and administration
- Open source software licensing, support issues, and integration in a enterprise environments
- Unix software packaging, documentation, and distribution: BSD ports, RPM, yum, troff, man, apt-get
- Windows software packaging: InstallShield, Nullsoft Scriptable Install System (NSIS)

OTHER COMPETENCIES:

- Strong written and spoken English
- Basic written and spoken French
- Communicating technical concepts to non-technical audiences
- Capital planning and systems design for technology projects
- New employee mentoring and on-boarding
- Client and vendor relationship management
- Budget reporting and cost analysis
- Training adults in a wide range of contexts (technology, process, new employee, martial arts)
- Photography and digital photo development workflows

ADDITIONAL INFORMATION:

- Member of the Institute of Electrical and Electronics Engineers (IEEE) and IEEE Computer Society
- Member of USENIX and the Free Software Foundation
- Former Secretary of the Ottawa Valley Systems Administrators Guild (USENIX/SAGE)

Online at: <https://gabriel.to>

LinkedIn profile: <https://www.linkedin.com/in/gmobrien>

This electronic copy of my résumé was last updated on January 19, 2023.