

**LEN F. BURNS, M.A.**  
LICENSED MARRIAGE AND FAMILY THERAPIST  
PROFESSIONAL SERVER AND SYSTEMS ADMINISTRATOR

340A Dakota Avenue  
Santa Cruz, CA 95060  
Phone: +1(831) 419-8087  
len@gatamundo.com

---

**Professional Qualifications**

- 11 years system administration in various UNIX environments (NetBSD, FreeBSD and Linux):
  - maintain secure, stable state of the art ISP services
  - troubleshoot systemic problems with the provision of database, web, & email services
  - administrate and troubleshoot email
  - design & implement firewalls & intrusion detection, utilizing open source tools
  - develop, implement and enforce organization-wide security policies
  - identify security vulnerabilities and implement counter-measures
  - fine tune system performance and plan hardware upgrades for anticipated growth
- 11 years experience configuring and troubleshooting TCP/IP networks
- Provide level II customer service & interface with other providers to troubleshoot complex networking problems
- Extensive experience with qmail/spam/antivirus software integration
- Extensive experience with mailing list managers such as Mailman, EZMLM and MajorDomo
- Extensive experience with Apache 1-2, PHP & BIND9
- Basic programming skills in C, PERL and PHP
- 7 years troubleshooting Windows Networking issues
- 7 years experience administrating and configuring hardware routers
- 7 years experience installing & administrating MySQL, and PostgreSQL servers
- 20+ years experience customizing adaptive computer systems to the needs of persons who are blind/visually impaired
- Exceptional skills in learning new software and computing environments
- Familiar with Microsoft Windows XP, Outlook, and Word

## **Experience**

### *September 2003 - Present. Consultant*

- Provide technical support, email management, and e-commerce integration to nonprofit organizations and small businesses.
- Provide Section 508 (US Gov. web compliance standards) auditing and consulting services to companies developing on-line courses.
- Maintain a small, stable, secure network whose purpose is to provide customized email and web services to worthy nonprofit organizations.

### *October 1994 - September 2003. Senior Systems Administrator with Sasquatch Computer*

- Implemented and maintained servers that provided email, web, and database services.
- Managed and configured remote access servers and Radius.
- Managed high volume ethically sound email services for purposes of legitimate marketing.
- Developed and implemented security for internal and public networks, including policy creation, firewalls, intrusion detection and monitoring, and system-wide anti-virus measures.
- Developed and planned networks to the specifications of customers, including hardware selection, configuration and security.
- Implemented, tuned and debugged applications such as Apache/PHP4, mod\_perl, MySQL, sendmail, and qmail.
- Worked closely with staff to identify and resolve system and networking problems; developed infrastructure to aid in Tier 1 technical support.

### *1984 – 1998. Adaptive Technology Consultant*

- Developed customized computer systems for people with visual, learning and physical disabilities

## **Education**

- Licensed Marriage and Family Therapist • January 1990 • California
- M.A. • Marriage, Family & Child Counseling • 1986 • American Academy of Family Studies (now J.F.K. University), Campbell, California
- B.A. • Psychology • 1983 • University of California, Santa Cruz