

ERIC BALSA
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EDUCATION

University of Arizona Tucson, AZ
Bachelor of Science, Computer Engineering, Dec. 1999

EXPERIENCE

Digital Recognition Network Ft Worth, TX
VP, Engineering Sept 2015–present

Vigilant Solutions Livermore, CA
VP, Engineering Sept 2015–present

KAR Auction Services (NYSE:KAR) Redwood City, CA
CTO, RDN Services Feb 2009–Jul 2015

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

- www.recoverydatabase.net and www.vendorvision.biz lead architect and technology lead
- Development and production operations manager for a multi-million dollar line of business for KAR Auction Services
- B2B SaaS application handling concurrently about 10,000 active users
- Application & network security design, OWASP Top-10, PCI and large lending institution audits
- Securely interface with the largest financial institutions in the United States
- Project planning and developer resource allocation
- Pass and maintain certification for multiple security assessments by leading financial institutions [GLBA and SOX compliance]
- BCP/DR design, operation and testing
- Agile, SCRUM development methodologies
- AWS integrations

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