

**ERIC BALSA**  
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## EDUCATION

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### University of Arizona

Tucson, AZ

Bachelor of Science, Computer Engineering, Dec. 1999

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## EXPERIENCE

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### OPENLANE, Inc

Redwood City, CA

*Software Architect*

Feb 2009–present

Lead team of 7 developers to design & develop the next generation LAMP-based SaaS repossession software platform

- PHP 5.3/MySQL/DB normalization/memcached/symfony framework
- Project planning and developer resource allocation
- Application & network security design and implementation
- Securely interface with the largest financial institutions in the United States
- Multiple security assessments by leading financial institutions [GLB Act]
- RESTful web design
- Amazon S3 Integration
- Xen virtualization design and rollout for BCP/DR site

### 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 Apache modules (using apr). Lead security architecture reviews for the Cloud Computing Group.

- C/C++/high performance networking
- Application & network security reviews
- Added DNS SRV support to Traffic Server [RFC 2782] in support of Yahoo!'s global CDN/load balancing effort
- Added chainable “remap” rules
- Global content delivery network architecture
- Initial committer with Apache Traffic Server [recently released open source]

**RDN, Inc**

*Lead Software Engineer*

Tucson, AZ/Reno, NV

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

**Onewest.net, Regional ISP**

*Unix System Administrator*

Jackson, WY

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 services for 20k subscribers.

- Linux server administration
- Custom perl scripting
- Skied as often as possible

**Activebuddy, Inc [acquired by Microsoft]**

*Network Operations*

Sunnyvale, CA

Jan 2001–Dec 2002

Responsible for ~150 Linux servers running various UNIX services both in the DMZ and behind the firewall for Activebuddy's hosting, development and network services

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

**SCO, Inc**

*TEAM Account Manager*

Santa Cruz, CA

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 customers.

- 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

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**TECHNICAL EXPERTISE**

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- **Expert:** Linux, Apache administration, MySQL (schema design & administration), PHP 5.3, standard SQL, HTTP protocol, “shared-nothing” architecture, SaaS, RESTful webservice, secure network design, high-availability databases, DNS (bind), Netscreen firewalls, SMTP protocol, F5 load balancers, exim, JSON, XML, web application security (CSRF, XSS vectors and canvas), content delivery networks (CDN), HTTP caching, HTTP “routing”, global server load balancing (GSLB),
- **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, distributed systems, memcached, nagios monitoring, MRTG

-Eric Balsa-

- **It's been a while:** RSA securid, snort, mod\_proxy, sendmail, Foundry load balancers
- **Can fake my way through it:** bash scripting, XSLT