

Alan Baker

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PROFESSIONAL SUMMARY

IT engineer with 20+ years of experience supporting mission-critical production environments across regulated lottery and gaming operations, pharmacy automation, telecommunications, retail, and corporate IT. Broad hands-on experience across Linux and Windows systems, infrastructure, networking, applications, databases, security, automation, virtualization, backup and recovery, systems integration, and root-cause analysis.

TECHNICAL SKILLS

Linux/Systems: RHEL 8-10, Debian, systemd, Chrony, GRUB2/BLS, EFI/Secure Boot, dracut/initramfs, Kickstart, PXE, dnsmasq, TFTP/HTTP boot

Automation/Development: Bash, Python, PowerShell, Ansible, YAML, JSON, Git/Gitea, PHP, JavaScript, Perl, release documentation

Application/Middleware/Database: Apache, NGINX, PHP-FPM, Tomcat, Java, PostgreSQL, MySQL, Microsoft SQL Server integration/support, ODBC, linked servers, SQL querying, XML/application configuration

Security/Identity: SELinux, auditd, USBGuard, PKI/TLS, Wazuh, Suricata, Filebeat, OpenSearch, Active Directory, GPO, NPAS/RADIUS, Samba, Grafana, Prometheus

HA/Network/Backup: HAProxy, Keepalived, routing, switching, TCP/IP, VLANs, DNS/DHCP, Cisco, Juniper, WireGuard, firewall troubleshooting, Bacula, LTO tape, disk imaging, backup/restore validation

Platforms/Tools: Nextcloud, Mantis, osTicket, MediaWiki, Snipe-IT, WSUS, Print Services, QuickBooks Desktop, CAD/license servers

Virtualization/Containers: KVM/libvirt, RHEL virtualization, Podman, VM provisioning, bridge networking, snapshots, image-based testing

PROFESSIONAL EXPERIENCE

Smartplay International, Inc. - Edgewater Park, NJ

Dec 2023 - Oct 2025

Linux Systems Engineer

Led Linux systems engineering for proprietary, regulated lottery systems supporting domestic and international deployments. Managed RHEL platform engineering, system hardening, deployment automation, production troubleshooting, backup and recovery, system imaging, and supporting infrastructure.

- Drove RHEL 9 standardization and hardening across globally deployed lottery systems and corporate environments, improving consistency, security posture, and deployment repeatability.
- Automated lottery system deployments using standardized base images, PXE/Kickstart provisioning, post-install scripts, tar-based backup and restore workflows, boot customization, and disk imaging procedures.
- Built and maintained KVM/libvirt and Podman environments supporting Linux and Windows workloads for rapid provisioning, testing, and production validation.
- Supported proprietary lottery platforms built on Apache/PHP, PostgreSQL, and Java, resolving complex production issues across OS, application, database, hardware, and network layers.
- Designed, installed, and configured a multi-server Windows Server and Active Directory environment, including domain controllers, DNS, Group Policy, file services, Samba integration, and user migration.
- Engineered custom SELinux policy modules and file-context rules using AVC analysis to maintain enforcing mode for production applications.
- Implemented PKI/TLS workflows, including internal certificate authority support, certificate lifecycle management, trust chain deployment, and secure service integration.
- Deployed and troubleshoot centralized security monitoring using Wazuh, Suricata, Filebeat, and OpenSearch across Linux, Windows, and network devices.
- Supported high-availability services using HAProxy and Keepalived, ensuring backend availability and failover continuity.
- Designed, built, and documented development-lab network infrastructure, including VLANs, switch installation and configuration, network cabinets, patch panels, structured cabling, cable termination, and port labeling; also troubleshoot routing, DNS/DHCP, firewall, VPN, and Linux connectivity across production and development environments.
- Administered and automated Bacula backup infrastructure with PostgreSQL catalog and LTO tape storage, including job scheduling, retention policies, and recovery validation.
- Diagnosed Java and device-integration issues involving sockets, dependencies, logging, serial communication, and PostgreSQL-backed workflows.
- Configured and supported PostgreSQL-backed services and Microsoft SQL Server integrations, including SQL queries, PostgreSQL schema deployment, ODBC connectivity, linked-server troubleshooting, permissions, and table/data validation.
- Resolved complex boot and imaging issues involving Secure Boot/SBAT, GRUB2, BLS, EFI, initramfs rebuilds, filesystem repair, and SELinux relabeling.
- Developed internal web UI and system-control components using PHP, JavaScript, and CSS for system management and automation.
- Created MOPs, system and network diagrams, deployment documentation, validation procedures, rollback plans, and rollout guides for infrastructure and production changes.
- Managed internal platforms and deployment workflows for Nextcloud, Mantis, osTicket, MediaWiki, and Snipe-IT, including SSL renewals, QC procedures, and operational support.

Technical Operations Roles

- Provided technical systems support, POS infrastructure support, workstation troubleshooting, inventory-system assistance, and operational continuity across retail environments.
- Resolved end-user, peripheral, networking, and application issues while supporting daily business operations and minimizing downtime.

Rite Aid Corporation (Central Fill) - Delran, NJ**Aug 2016 - Aug 2017****Systems Technician**

- Supported high-volume automated pharmacy systems from startup through shutdown, maintaining workflow across robotics, conveyors, scanners, sorters, compressors, vial cappers, and labeling systems.
- Performed hardware, software, network, PLC, pneumatic, and user-interface troubleshooting with root-cause analysis to reduce recurring failures and production interruption.
- Collaborated with staff and vendors during critical production incidents while helping maintain daily throughput exceeding 40,000 prescriptions.

IT Distributors - Edison, NJ**Jan 2008 - Jul 2015****IT Engineer (Concurrent role)**

- Led design verification, staging, assembly, configuration, factory testing, and QA for integrated technology systems, including structured cabling, cable lacing, hardware validation, and documentation.
- Executed end-to-end system integration deployments covering inventory, procurement coordination, equipment installation, DC power distribution, OS image customization, and acceptance testing.
- Supported compliance with Alcatel-Lucent, AT&T, Verizon Wireless, ISO, and TL9000 requirements while contributing to operations supporting approximately \$44M in annual revenue.

A2ZLogix Inc. (formerly HDLogix/Clique Communications) - Edison, NJ**Apr 2004 - Jul 2015****Systems Engineer**

- Administered and maintained Linux/UNIX application infrastructure, middleware, messaging, web, database, directory, monitoring, and VoIP services with emphasis on reliability, backup, and performance tuning.
- Deployed and supported MySQL, Sendmail, Sun Java Messaging Server, Zimbra, Apache, Tomcat, Bind DNS, LDAP, RADIUS, SSL certificates, SIP, RTP/RTCP, STUN, Bugzilla, CVS, and Subversion.
- Administered DAS, NAS, and SAN environments using NFS, Fibre Channel, FCoE, and iSCSI; automated backup processes and preventative maintenance workflows.
- Integrated OpenSER/SIP Express Router with LDAP authentication using RADIUS.
- Generated network/service reporting through MRTG, RRDTool, and Zabbix.
- Served as technical lead on major product and service initiatives, including Clique video phone platform implementation and production support.

ADDITIONAL EXPERIENCE

IT Specialist, OM Systems Solutions Inc., Princeton, NJ

Technical Support Specialist (Tier II), Vonage Holdings Inc., Edison, NJ

EDUCATION & CERTIFICATIONS

Thomas Edison State University | Bachelor of Science in Information Technology, In Progress, Expected 2030

The Chubb Institute | Diploma in Network Administration, Honors

CompTIA A+ CE

CompTIA Linux+

Red Hat Certified System Administrator (RHCSA) | In Progress, Expected 2026