

# DOUG BARTON

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## Education

Point Loma Nazarene College – **Bachelor of Arts**

## Professional Summary

Senior IT Manager with a broad background. Some highlights include:

- Regularly achieved near-zero business impact while replacing core infrastructure
- Extensive knowledge and experience in Information Technology and management, successful track record includes both corporate and consulting roles
- Experience in forecasting, operations, customer perception, and public relations
- Detailed knowledge of the global and country-code Top Level Domain (TLD) registries and the domain name marketplace, including brand management in this space
- Uniquely positioned to address the evolutionary changes occurring today in the Internet's infrastructure; including DNS security extensions (DNSSEC), and IPv6
- Incorporates a focus on security concepts and techniques into all layers of operations
- Experienced with modern project management theories such as Critical Chain, Agile, Gantt Charts, Waterfall, etc. as both a developer and manager
- Completed both corporate mergers and divestitures with minimal business disruption
- Designed and implemented greenfield IT architectures for new businesses
- Goes above and beyond assigned duties to create a holistic approach

## Skills and Technology

Mastery level skill set in the Domain Name System (DNS). Brought what became the "Yahoo! Domains" product from 12,000 to over 600,000 domains by automating order taking and provisioning while keeping both hardware and labor costs down.

Created and implemented successful hiring plans, retained top talent, interviewed candidates, and recruited for key strategic roles.

Experienced with Unix system administration and programming in environments from small offices to server farms with over 10,000 systems. Automated maintenance and updating of over 100 resolving name servers in over a dozen remote offices and production data centers.

Technology and programming languages: DNS, DNSSEC, whois, UDRP, DPML, TMCH, BIND, Unbound, DHCP, IPv6, Unix, Linux, FreeBSD, Solaris, Windows 7, Windows 8, Windows 10, Windows Active Directory, Windows DNS, Microsoft Office (Word, Power Point, Excel), Microsoft Visio, Microsoft Project, Salesforce, Jira, Confluence, Service Now, VMware, Vsphere, Vmotion, XML, XPath, SSL, TLS, PGP, Single Sign-On, SAML, APIs, JSON, Perl, Bash, Bourne Shell, C.

## Relevant Professional Experience

Veredus/Hays, Contracting for The Walt Disney Company

### **Domains Manager, Workforce Enablement Program Management**

2016-2017

From classic animated features and exhilarating theme park attractions to cutting edge sports coverage, and the hottest shows on television, The Walt Disney Company has been making magic since 1923, creating unforgettable stories that connect with audiences around the world.

- Oversee and support the work of domain name contacts in all North American segments; including ABC, ESPN, Parks and Resorts; Disney, Marvel, and Pixar Studios; and Lucasfilm
- Interface with the International domains team as needed
- Brainstorm with the business segments on domain names for new products and campaigns
- Contribute to company-wide domain name strategy
- Contribute to budget management and planning
- Work closely with the TWDC Legal team on intellectual property, branding, and policy/process as it relates to domain names
- Provide business analysis to facilitate both short-term problem solving and long-term strategy regarding efficient delivery of services to meet demonstrated business needs
- Assist with management of the relationship with our domain name vendor
  - Project manager for Single Sign-On integration
  - Coordinated access and provisioning for business segments to vendor's API
  - Provided background and analysis that led to cutting vendor change fees in half

BlueCat Networks, Inc.

### **Migration Architect, Professional Services**

2012 – 2015

BlueCat IP Address Management (IPAM) solutions provide a smarter way to connect mobile devices, applications, virtual environments and clouds. BlueCat appliances run a hardened version of Debian Linux, with ISC DNS and DHCP software.

- Complete project lifecycle for enterprise level DNS, DHCP, and IPAM solutions for companies of all sizes, including multinational Fortune 100s
  - Requirements gathering with IT and business units, risk assessment, etc.
  - Designed new solution
  - Managed resources throughout the migration and service delivery phases
  - Oversaw UAT based on industry best practices and customer requirements
  - Reported to both customer and BlueCat management on all phases
- Led workshops for customers to plan core infrastructure changes
- Wrote documentation to describe more advanced configuration of our products
- Worked with product management to define priorities for new versions of our products related to defects, feature requests, and perceived needs
- Created new tools, and improved existing tools, to make the process of migrating customer data both faster and more accurate, and reduced labor costs in the process
- Recruited and interviewed candidates for PS roles, and mentored team members

## Relevant Professional Experience, continued

GridFury, LLC

**Director of Information Technology**

2010 – 2012

GridFury is a scalable, reliable application delivery platform paired with dedicated professional services designed to take the stress and frustration out of building large-scale Internet services by providing a rock-solid foundation that keeps your focus on the parts of your business that are unique to you. GridFury systems are primarily FreeBSD.

- Oversaw all aspects of infrastructure support and development for GridFury
- Designed and implemented a system to create software packages, and update the servers with those packages, dramatically improving the efficiency of the update process and the consistency of the installed base
- Re-designed and implemented the Nagios monitoring system, including custom monitoring scripts
- Implemented an internal root CA, and used it to regenerate and add additional TLS certificates throughout the network for OpenVPN and other purposes
- Managed the VMware infrastructure which the majority of systems operated on

The Internet Corporation for Assigned Names and Numbers (ICANN)

**General Manager, IANA**

2003 – 2005

ICANN is the international not-for-profit public-benefit corporation dedicated to keeping the Internet secure, stable and interoperable. It promotes competition and develops policy on the Internet's system of unique identifiers including domain names and IP addresses.

- Managed all aspects of the IANA department including budgeting, training, day to day operations, and public relations
- Retained the best of the employees I inherited, and hired three additional
  - All but one are still with ICANN, the other left recently
  - Two of my hires went on to succeed me as manager
- Worked with fellow senior managers on issues related to IPv4 address depletion, including the introduction of IPv6 name server addresses to the root DNS zone, IPv6 address allocation policy, etc.
- Gave stakeholders the information they needed to confirm agreed metrics
- Extensive international travel to interface with senior private and public sector partners
- Provided quarterly reports to the United States Department of Commerce
- Revolutionized operations with automation, and reorganizing responsibilities to appropriate staff members
  - Identified an opportunity to replace one FTE with an automated request tracking system allowing me to utilize their skills more effectively in other areas
  - That system is still in use today

## Relevant Professional Experience, continued

Yahoo! Inc. / Broadcast.com / SimpleNet

### **DNS Administrator**

1999 – 2003

- Significant streamlining of worldwide DNS operations to improve effectiveness and dramatically limit downtime
- Imported all name server configurations and zone data into a centrally managed version control system
- Increased the accuracy, stability, and automation of the reverse DNS creation process
- Worked with IT transition teams to handle mergers and acquisitions
- Enhanced brand management strategies for the corporate domain name portfolio by interfacing with marketing and legal departments to develop and implement appropriate policies
- Conducted training sessions to educate employees in the non-technical departments; including an overview of how DNS works, what solutions were possible according to company policy, and aspects of marketing strategy related to domain names
- Started in Web Development/System Administration at SimpleNet
- Performed Apache web server configuration and tuning, and application development for both internal and customer systems
- Quickly promoted through acquisitions

## Of Notable Interest

Participant in various IETF working groups for over 10 years, especially those related to DNS and IPV6.

Lead technical reviewer for “DNSSEC Mastery: Securing the Domain Name System with BIND” (2013) by Michael W. Lucas.

ICANN Security and Stability Advisory Committee

### **Founding Member**

2002 – 2003

Advised the ICANN community and Board on matters relating to the security and integrity of the Internet's naming and address allocation systems.

The FreeBSD Project

### **Contributor/Committer**

1998 – 2012

Design and development for an open source Unix operating system used by businesses all over the world. As a committer for the project I had direct access to modify the source. Maintained BIND code in the base distribution, oversaw work on the system startup and maintenance scripts; and worked on various other programs I developed myself or imported, including tools used by tens of thousands of FreeBSD users to update system configuration, and third party software packages.