

Ondřej Holeček

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Born	August 27, 1985	Email	ondrej@holecek.eu
Nationality	Czech		

As a confident, self-driven professional with more than 15 years of IT experience, I am able to work on important projects concerning the IP networks and security. With my strong analytical and troubleshooting skills I focus on delivering the high-quality results in a very short time.

Thanks to my deep understanding of customers' needs, I can effectively communicate both the technical and political topics, extract the crucial information and implement the right solutions that satisfy the customers on all levels.

Because I possess communication, support, and programming skills, I am very efficient in discovering, simulating, testing and resolving difficult problems on network and application layers. When necessary I am also able to develop various tools to simulate the specific problems and to automate time-consuming tasks.

Employment History

Dec 2013 - now **Technical Support Engineer level 3 ("Escalations")**
Fortinet, Inc.

- Provide technical support for important customers or the customers with the complicated issues:
 - Handle both technical and political escalations
 - Manage customer expectations
 - Mediate between customer and Fortinet development teams
 - When necessary travel to customer to troubleshoot the issues locally
- Develop tools and scripts for Linux and Windows environments to help customers collect performance and debug information from Fortinet appliances
- Subject matter expert (SME) on:
 - FortiGateVMX: Agent for VMware NSX to filter the internal traffic
 - FortiSandbox: Appliance for detecting unknown threads by executing files in the real but controlled environment
 - FortiMail: AntiSpam and AntiVirus mail gateway
 - Amazon WebServices and Microsoft Azure: Fortinet products in public clouds
 - VMware ESXi, Citrix Xen, KVM: Fortinet products in private clouds
- Internal trainer:
 - Deliver the internal trainings on Fortinet products to the Fortinet employees in Prague, Germany, UK and France
 - Created and delivered IPv6 training with a focus on FortiGate firewall
 - Created and delivered online trainings to Fortinet technical employees worldwide ("Layer 2 Concepts", "Layer 3 Concepts", "Layer 4 Concepts")
 - One of the speakers on "Fortinet Xperts Academy" partner conference (held in Cannes, France in July 2015) - topic "FortiGate and High Availability" in "Breaking the myths of technical support" presentation
- Lab maintainer:

- Build and maintain Prague support lab with more than 200 physical devices, 150 virtual desktop/server machines, 150 virtual firewalls and other Fortinet virtual products
- Wrote code to create and manage the lifecycle of ESXi virtual devices in all support labs
- Wrote tools to setup basic networking on Linux and Windows virtual machines using out-of-band management channels

Knowledge: L2 protocols (Ethernet, ARP, vLAN, STP, LACP, VRRP), L3 protocols (IPv4, IPv6), L4 protocols (TCP, UDP, SCTP), Routing (OSPF, BGP), VPN (IPSec, SSLVPN), Authentication protocols (RADIUS, LDAP, TACACS+), TLS/SSL (X.509 certificates, symmetric/asymmetric encryption), Unified Threat Management (WebFiltering, AntiSpam, AntiVirus, DLP, IPS, DoS protection), Load balancing, High availability, deep knowledge of the most of the common application layer protocols (HTTP, SMTP, IMAP, POP3, DNS, SNMP, DHCP, FTP, + TLS protected versions where available), Virtualization (KVM, Xen, VirtualBox, VMware vSphere plus it's API)

May 2011 Senior Technical Support Engineer level 2

- Nov 2013 *Fortinet, Inc.*

- Provided second level technical support for all EMEA customers
- Handled mainly FortiGate UTM firewall, FortiMail AntiSpam and FortiAnalyzer log concentrator issues
- Supported all types of devices, including virtual appliances in customers' own networks or AWS
- Troubleshooted issues on all layers of the Internet model:
 - Application: Unified Threat Management: HTTP (WebFilter, explicit/transparent proxy), SSL VPN, SSL deep traffic inspection, SMTP (MailFilter, AntiSPAM), AntiVirus, ICAP, DLP, IPS, Application control
 - Transport: Stateful firewall issues like incorrect TCP parameters, state machine violations, SCTP heartbeat and multihoming/multipath problems
 - Network: IPv4 and IPv6 static and dynamic routing (OSPF, BGP), IPSec
 - Link: Ethernet switching, transparent mode firewalling
 - Hardware offloading: Sessions handled by the dedicated hardware
- Programmed and maintained several internal utilities to enhance the efficiency when working with some internal systems or customers' outputs

May 2007 Senior IT Operations Engineer

- Apr 2011 *NetCentrum, renamed to Centrum Holdings*

- Managed the whole Linux based mail system for domains centrum.cz/centrum.sk containing several hundreds of data storages, databases, SMTP servers and HTTP/POP3/IMAP frontends
- Designed the system for migration and migrated all the user accounts and mailboxes from the systems of the acquired companies - Atlas (atlas.cz/atlas.sk), Net.hr, GTS Novera
- Created and maintained the test and pre-production environments to verify packages before installing them to production systems
- Maintained the local software repository for the internal packages
- Designed and maintained the high performance log server used by most of the projects and developed tools for extracting required information
- Responsible for the whole process of obtaining, installing and renewing SSL certificates on public servers and also maintaining the local certification authority for the internal sites
- Regular supervision over the whole production network

Knowledge: Linux, networking, mail related protocols (SMTP/POP3/IMAP + SSL), MySQL (including A/A replication), Load balancers (F5 BigIP including iRules, A10, LVS), Virtualization (VMware vSphere), Monitoring systems (Nagios), Automation systems (CFEngine), Programming (C, Python) and scripting (Bash)

Nov 2005 FreeBSD administrator & programmer

- **May 2007** *IDC Softwarehouse*

- Participated in developing the private FreeBSD distribution WiBSD, aimed at the embedded devices and wireless access points
- Supported customers and their networks - remotely and on-site

Knowledge: FreeBSD (routing, firewalling), Bash, C, WiFi, VPNs, Apache, Bind, ISC DHCP, and other common server-side software

May 2001 Network administrator (part-time)

- **Aug 2004** *Internet Café Permoník Teplice*

- Maintained the local computer network composed of several publicly accessible computers and the Linux router

Education

2004-2008 Czech Technical University in Prague (CVUT)

Faculty of Electrical Engineering (FEL)

(no degree awarded)

1996-2004 Gymnasium (grammar school) Teplice

Certifications

- Fortinet Network Security Expert (NSE) 1-7 - valid for current versions of all Fortinet products
- Cisco Certified Network Associate - Routing and Switching (CCNA R/S)
- Fortinet Certified Network Security Professional (FCNSP) - valid for FortiOS v4
- Fortinet Certified Email Security Professional (FCESP) - valid for FortiMail v4
- Learning Tree International: Penetration Testing: tools and techniques
- Hurricane Electric: IPv6 level Sage
- Impact Learning Systems International: Getting to the Heart of Technical Support - The Complete Training Program for Customer-Focused Technical Support

Languages

- Czech - native speaker
- English - advanced