

# Christian Sacks

## Profile:

Hard-working, driven, and focused IT professional with over 20 years of experience across commercial and educational environments. Known for excellent problem-solving skills, effective communication, and adaptability. Equally capable of working independently or within a team to achieve high-impact solutions.

## Key Skills:

- Programming skills include;
  - Bash scripting, JavaScript, HTML, PHP, MySQL, Python, Pascal
- Operating systems;
  - Various \*nix environments inc. OpenBSD/FreeBSD, Debian/Ubuntu, Redhat/CentOS

## Key Achievements:

Created a staff counter & login solution for an international hardware/software company in San Francisco using the Icomera X6 mobile internet routers platform for internet connectivity, a Wave ID pcProx card reader, some bash scripting, a MySQL database and a PHP front end to display and export the data to allow Apple, Inc to monitor staff getting on and off of their staff buses, when they do and the location using GPS of any "card swipe".

Created a CCTV solution for a large mass transit agency in San Luis Obispo, CA for use on their buses that uses the Icomera X3 mobile internet routers platform for internet connectivity, running a VM with Ubuntu 17.10 Server, exacqVision server software and exacqVision web client services, along with the exacqVision desktop client application. The Icomera X3 devices use a proprietary protocol to aggregate links into one large pipe, that pushes all data through a "gateway" and then out onto the internet. Using this technology I was able to use VPN to link directly to each VM in realtime and see live video data for all vehicles.

Created an onboard location and infotainment solution with the help of a software company in Denmark for a Boston based Transportation Authority to be used on their ferries traveling around the Boston bay area. The solution comprised of an Icomera M4X mobile internet router, a VTC-1010 SFF i7 Computer running Ubuntu Desktop and Google Chrome, with the addition of software provided by the software company, also using an HLS network streaming device to stream a satellite TV signal over the network onboard and all this would be displayed on 3 TV screens through the ferry, displaying the TV signal, plus the current destination and location of the ferry and any passenger announcements.

Became one of the 10 members of the Icomera "SWAT" team after being voted in by the board for one of the few members of staff who had a certain level of technical competence with the products and how each runs from both a hardware/software point of view and a customer use point of view.

Moved to the US to help start the Rockville US office and install and maintain the internal network, computer systems, VoIP telephone system, and general support for the internal staff as well as training for staff and customers in the products.

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## Work Experience:

### **Cyberfort (The Bunker Secure Hosting Ltd) - Ash, Kent. UK**

Open Source Engineer - Nov 2018 - To date - As an Open Source Engineer, I provide second-line support for enterprise infrastructure in a highly secure hosting environment. Reporting to the Open Source Technologies team lead, I work directly with clients to troubleshoot and resolve issues across various open-source platforms, ensuring efficient incident resolution and SLA compliance.

My role includes system monitoring, ticket management, and collaboration with development teams to enhance problem-solving efforts. I also support process improvements, maintain IT documentation, and contribute to our knowledge base. With strong skills in UNIX server management, firewall configuration, and network protocols, I bring a high level of proficiency in security practices and data center operations.

### **Icomera US INC - Rockville, MD, USA**

Senior Systems Engineer - Jan 2017 – Feb 2018 - Relocated to the US to establish our company's new office and expand operations into the American market. Leveraged my expertise to support in-depth troubleshooting for US clients, provide internal staff support, and develop tailored solutions. Managed and maintained servers, gateways, and integrated infrastructure critical to our services. Developed monitoring tools to enable real-time device and vehicle tracking in the Network Operations Center, significantly reducing response time and averting potential issues. Delivered and supported solutions for multiple Class 1 Rail clients across the US.

### **Icomera UK LTD - Chatham, Kent, UK.**

Various Roles (latest to oldest) - Jan 2013 – Jan 2017 As part of the 3rd Line and IS/IT team, I handled in-depth troubleshooting for our products and infrastructure, including server installation and the maintenance of servers, gateways, and routers. I also managed the updating of knowledge bases, wikis, and other critical support documentation to ensure accurate, accessible information for the team.

Upon joining the Development UK team, I took responsibility for supporting, maintaining, and implementing both existing and new features in the router firmware. Actively participated in daily scrums and managed weekly deliverables, while providing training to internal staff and external partners on product use. Conducted research into new technologies and features to expand and enhance our existing feature portfolio.

In my initial role with the Technical Support team, I managed field-deployed customer devices to ensure consistent uptime and functionality. When issues arose, I coordinated RMAs, performed repairs, and facilitated device returns to clients. I also occasionally visited customer sites to commission new installations.

## Other Work:

During my career, I have had various IT related roles, including working on a help desk for Pfizer Central Research as a Tier 2 & 3 Support Technician. I have been an IT manager at a high school and outside my IT work I have held various roles within the railway industry.

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## Education:

1989 – 1994 **St Georges C of E High School, Broadstairs, UK** 8 GCSE's (US High school Diploma equivalent)  
1994 – 1995 **Thanet College, Broadstairs, UK** GNVQ and BTEC National Diplomas in IT (Associate and Bachelor's Degree equivalent)  
2011 – 2012 **Open University (online)** Foundation degree in Natural Sciences (Associate Degree equivalent)  
2011 – To date **Home Study** Linux LPIC-1 (LPI), Linux LPIC-2 (LPI), Linux+ (CompTIA), A+ (CompTIA), Security+  
2019 - 2019 **RHCSA RHEL8.0** Red Hat Enterprise Linux EX200/RH200

## Professional Qualifications:

- RHCSA RHEL8.0 Red Hat Enterprise Linux EX200/RH200 (2019-11-22 - 2022-11-22)

## Other Interests:

### thE qUAntUm wOrmhole BBS:

I have multiple personal projects that I keep up with daily, I run a BBS (Bulletin Board System), which is very popular, a BBS was very popular back in the late 80's and early 90's, using dial-up modems to connect to them, you would be able to download files and music, play games and send/receive messages. These were the "social media" from before the internet, a very much an overlooked part of history by most, the "scene" still has many people using BBSes in 2020. Mine can be reached by visiting <https://www.erb.pw/the-bbs/> or using a telnet client or dedicated software SyncTERM.

### qUAntUm RaDio! - mOrE bAng thAn A sUpErnOvA:

I also run my own internet radio station dedicated to the chiptune music of the 80's and 90's that were popular with people using BBSes. This is running in a Debian VM, inside a Docker container running AzuraCast. I have many thousands of free, public domain chiptunes aired and also enjoy sharing the podcasts for the artscene radio such as "The Artscene Radio Talk Show" (The A.R.T.S), "The Impulse Project" and "Sample Central". You can listen to my radio station by visiting <https://radio.erb.pw>

### ANSI Art / Textmode Art:

I like to draw ANSI art when I feel inspired also, this is specifically textmode art, usually 80 character width by 25 lines high, although often longer pieces will be drawn, called "scrollers" due to when being viewed on a BBS you would see the image scroll up the screen, connecting via a 1200 baud modem to a BBS you would wait in anticipation to see each line get drawn. You can see some of my artwork over at <https://16colo.rs/artist/meatlotion>

I also have an online shop selling my artwork on clothing, phone cases and other interesting items, which can be viewed at <https://meatlotion.redbubble.com>

### Information Security / SecOps / CTF:

Another thing I enjoy doing are CTFs or Capture The Flags. These are great to learn how systems can be compromised and/or learning how data isn't always what it seems to be, and how you might protect from such events. I also run one of my own to help others learn.

### Miscellaneous:

I enjoy occasional photography, catching up on science and technology news, I sometimes do voluntary work, reading, walking/hiking, and music, both listening to and playing guitar.