

# Sandy Jensen

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## Professional Objective

I am an experienced software engineering manager and senior developer with a background in OO Perl, database applications, and web services. I am seeking a senior director or architect role on a highly technical team where I can design and implement services based on open standards.

## Skills

**Languages and Formats:** bash, Perl, PL/SQL, SQL, XML

**Operating Systems:** Linux, Solaris, \*BSD, Mac OSX, Windows

**Databases:** Oracle, MySQL, PostgreSQL

**Expertise:** Apache 1.3.x/2.x, bugzilla, C, CGI, CSS, coverity, cvs, emacs, gcc, gdb, HTML::Mason, HTTP, javascript, ImageMagick, make, mod\_perl, nagios, openssl, postfix, rpm, sendmail, SMTP, SQL\*Plus, ssh, valgrind, XHTML, XML-RPC

**Experience:** activemq, AJAX, ant, apache 2.x, C++, Catalyst, cppunit, DNS, eclipse, Java, JMS, JSP, Lisp, maven, MS SQL Server, PHP, Pro\*C, SOAP, STOMP, Template::Toolkit, Tomcat, WSDL, XSLT

## Employment History

### Architect, Technical Director

*Symantec*

January 2008 – present

Oversee integration of multiple teams and projects within and without the backend mail security systems:

- Director of the AntiSpam Technology Group: identify, prototype, and productize novel AntiSpam technologies and services
- Architect for backend mail security systems: define, document, and review system architectures for new projects and extensions to existing products
- Primary point of contact for integration of other Symantec technologies, responsible for evaluating opportunities to integrate data or technology from elsewhere within the organization

Recently I have designed and led some aspects of the implementation for the following projects:

- Real-Time Updates, URI Probe Network, Appliance Probe Network, and 419/Phishing Detection for [Symantec Brighmail Gateway 9.0](#)
- NIS2010 Antispam (see PC Magazine's [review](#) of the release, specifically [Spam Protection that Works](#))
- [Brightmail IQ Services](#)
- Global IP Reputation for [Symantec Brighmail Gateway 8.0](#)

## Senior Engineering Manager

*Symantec*

June 2004 - January 2008

Managed 2 teams of 9 (total) engineers through several dozen software and product releases, and wrote code as needed. As manager of these two groups I was responsible for all aspects of project scheduling and resourcing as well as hiring, budgeting and performance management.

The **AntiSpam Technology Group** is primarily an R&D group responsible for Brightmail's AntiSpam filtering technologies. Highlights:

- Shipped features in 18 releases on 3 product lines
- [InfoWorld best AntiSpam product 2005 - 2008](#)
- Our products ran on an average of 5 billion messages per day
- Named inventor on 7 patent applications currently under review by USPTO (primary on 3)

**BLOC Engineering** (Brightmail Logistics and Operations Center) is responsible for the design and implementation of Brightmail's 5-nines uptime production environment, serving tens of thousands of organizations including several very large ISPs and hundreds of Fortune 1000 companies.

Highlights:

- Shipped more than 40 monthly releases while maintaining 5-nines SLA
- Primary responsibility for major features in almost all of these releases
- Deployment grew from 20 systems in one data center to 300+ systems in two active/active data centers

"Sandy is one of the finest managers I've had. He is a brilliant engineer and also has the extraordinary ability to help a group of ornery developers get along while at the same time protecting them from other managers so their projects can get completed. Sandy is one of the few managers I've had that believed that time spent designing product was as important as time spent developing and testing it. Sandy also brought some key engineering skills to his management style: he was able to juggle a tremendous amount of historical and tribal knowledge so that he could contribute to making the best engineering decisions possible."

*David LaMacchia is now a Principal Software Engineer at Cloudmark. Dave was an engineer in the AntiSpam Technology Group from 2003 through 2007.*

## Engineering Manager

*Brightmail*

January 2003 - June 2004

Led BLOC Engineering team of 3 developers + 1 QA. Highlights:

- Shipped 17 monthly releases while maintaining 5-nines SLA
- Owned all aspects of scheduling, including feature definition, resourcing, documentation, and support
- Designed and implemented a horizontally-scalable missed spam submission system that, since deployment, has processed more than 2 billion messages with nearly 100% uptime

"I've worked with Sandy both as a peer and as his direct report. Sandy gets things done. He is consistently the go-to guy for the hardest, messiest, scariest problems and he owns them from beginning to end and beyond. He has encyclopedic knowledge of the systems he owns and can see trouble on the horizon before it even happens. Sandy is a very hands-on, technical manager who will fearlessly dive into the nuts and bolts of what his team is doing when needed."

*Matt Gleeson is now an engineer at CubeTree. Matt and I worked together on the BLOC Engineering team from 2001 through 2008.*

## **Senior Software Engineer / Development Team Lead**

*Brightmail*

July 1999 - January 2003

As part of the BLOC Engineering team, designed, built and maintained:

- Systems processing an average of 25 million messages per day
- Registration, statistics processing, and content delivery systems still in use for all Symantec/Brightmail products, now serving 10TB daily
- Dozens of applications used by the internal product group in the ongoing fight against spam

"Sandy worked for me briefly when he first started at Brightmail. Sandy is one of the smartest people I know. He quickly developed an extensive knowledge of the company's software infrastructure, and became a crucial steward of that infrastructure. Sandy has been an effective leader in every position he has held. His understanding of technology is obvious, but Sandy also understands people."

*Barry Saiff is currently a Senior Principal Information Developer at Symantec. Barry was my boss when I ran Brightmail's website prior to moving into BLOC Engineering.*

## **Programmer/Analyst III**

*University of California, San Francisco*

February 1998 - July 1999

Primary web developer and technical POC for Department of Medicine. Built dozens of departmental websites with varying degrees of dynamic content and customized content management systems, a faculty database with both public and internal web front-ends, and an internal web front-end including triage/alerts/notifications/reporting for the department's remedy helpdesk system.

## **Staff Research Associate II**

*University of California, San Francisco*

July 1997 - February 1998

Pediatric oncology research focused on monosomy 7. Ran lots of experiments for lab researchers, built a web front-end for a local PowerBLAST integration, and built lab ordering system with some vendor integrations.

## **Staff Research Associate**

*Children's Hospital of Philadelphia*

May 1995 - June 1997 (2 years 2 months)

Pediatric oncology research focused on neuroblastoma. Ran lots of experiments for lab researchers and developed a search engine for chromosome 1p sequences to accompany one of my papers.

## Education

University of Pennsylvania 1991-1995 History and Music Theory

## Patents

[US 7,733,337 B1](#). Method and apparatus for grouping spam email messages.

## Publications

### **Molecular analysis at the NF1 locus in astrocytic brain tumors.**

Jensen S, Paderanga DC, Chen P, Olson K, Edwards M, Iavorone A, Israel MA, Shannon K.

<http://www.ncbi.nlm.nih.gov/pubmed/8625164>

### **An integrated transcript map of human chromosome 1p35-p36.**

Jensen SJ, Sulman EP, Maris JM, Matisse TC, Vojta PJ, Barrett JC, Brodeur GM, White PS.

<http://www.ncbi.nlm.nih.gov/pubmed/9177782>

### **Physical mapping of the CA6, ENO1, and SLC2A5 (GLUT5) genes and reassignment of SLC2A5 to 1p36.2.**

White PS, Jensen SJ, Rajalingam V, Stairs D, Sulman EP, Maris JM, Biegel JA, Wooster R, Brodeur GM.

<http://www.ncbi.nlm.nih.gov/pubmed/9691177>

### **Cloning, chromosomal localization, physical mapping, and genomic characterization of HKR3.**

Maris JM, Jensen SJ, Sulman EP, Beltinger CP, Gates K, Allen C, Biegel JA, Brodeur GM, White PS.

<http://www.ncbi.nlm.nih.gov/pubmed/8661141>

### **Human Kruppel-related 3 (HKR3): a candidate for the 1p36 neuroblastoma tumour suppressor gene?**

Maris JM, Jensen S, Sulman EP, Beltinger CP, Allen C, Biegel JA, Brodeur GM, White PS.

<http://www.ncbi.nlm.nih.gov/pubmed/9516840>

additional publications at <http://www.loculus.com/sandy>

## References

*contact info available upon request*

[David LaMacchia](#)

Dave reported to me in the AntiSpam Technology Group.

[Matt Gleeson](#)

Matt has been both a peer and a direct report.

[Tom Cignarella](#)

As Senior IT Manager at Symantec, Tom handled day-to-day BLOC operations.

[Carlin Wiegner](#)

I reported to Carlin when he was VP at Symantec.