

**Overview:** A versatile and experienced IT professional combining project management, leadership, technical and business skills to design and deliver high quality infrastructure solutions and customer satisfaction.

**Employment:** Google (8/05-current)  
Senior Manager, Site Reliability Engineering  
Responsible for worldwide production for crawling & indexing for websearch properties and logging and analysis.

Spectrum Technical Solutions International (5/04-8/05)  
Manager, Solutions Engineering  
Responsible for delivering high-quality technical solutions to clients. Business and technical owner of high profile accounts with 15 direct reports.

Proficient Networks (11/03-5/04)  
Technical Account Manager  
Owner of evaluations, worldwide deployments and ongoing issue resolution for major accounts. Directly coordinated a team of sales engineers, field engineers and technical support to ensure customer satisfaction. Developed deployment strategy, project plans, technical architectures, product feature definitions, technical solutions documents, training materials and field deployment guides to improve service delivery. Acted as a liaison between executives, sales, development and technical support teams to align company efforts with customer needs. Employment ended after the company was sold and re-purposed.

Spectrum Technical Solutions International (5/01-11/03)  
Principal Engineer, Professional Services  
Responsible for delivering high-quality technical solutions to clients. Also provided technical sales support including RFPs, proposals, technical specifications, scoping and costing. Acted as team lead at large engagements and managed client relationships. Assembled teams, recruited and hired staff. Managed internal initiatives such as online timesheet implementation, VPN rollout, marketing and branding and website redesign.

Whittman-Hart/marchFIRST (2/96-4/01)  
Senior Consultant, Infrastructure Architecture  
Responsible for overall infrastructure design and delivery, including security, high-availability, connectivity, and servers. Worked with clients in pre- and post-sale stages to gather requirements and understand the client's business needs. Managed teams of consultants to produce detailed designs based on the client's needs. Created project plans, budgets and staffing requirements.  
Positions Held: Help Desk Specialist (2/96-10/96), Help Desk Supervisor (11/96-9/97), Consultant (10/97-1/99), Senior Consultant (2/99-4/01)

**Selected Projects:** ITXC (11/03-4/04) Role: *Relationship Owner, Technical Architect, Project Manager*, Managed worldwide implementation and deployment of a BGP route optimization product at the world's largest provider of Internet VOIP service, resulting in dramatic improvement of call quality and expected improvement in revenue. Moved customer relationship from extremely displeased to satisfied customer by leveraging new product technology, people skills, project and issue management and creating a new design template for VOIP deployments.  
Key Skills: Network Architecture, project management, customer service, policy and procedure development, documentation, leadership.

**Selected Projects (continued):**

E-commerce company. (4/03-10/03) *Role: Infrastructure Architect, Project Manager*  
Performed a risk analysis for an e-commerce company covering scalability, security and availability. Reported results to CIO and received the go-ahead to address issues and led team to implement projects. Results of projects included at 200% increase of application throughput and improved uptime. Remediation projects included: Enterprise firewall implementation, F5 load balancers, hosted environment move, systems management, WAN design. In addition, acted as infrastructure architect for a strategic J2EE initiative including design, budgeting, vendor selection, lab design and testing procedures.  
Key Skills: project management, customer relationship management, risk analysis, executive reporting, budgeting, vendor negotiation and management, clustering and load balancing, policy, procedure, network design, security design, Cisco routers, switches and firewalls.

Visa International (08/02-1/03) *Role: Project Manager*  
Responsible for project management including tracking deliverables, tracking costs, managing schedules and insuring quality for a global processing center risk analysis and a global governance and policy engagement. Results included an extremely successful migration of data processing functions from London to Denver.  
Key Skills: project management, MS Project, Visio, budgeting, cost tracking and reporting, international team logistics.

Bank of America (10/99-9/00), 6/01-12/01) *Role: Network Architect, Team Lead*  
Designed and implemented 25 Extranet and Internet connectivity projects in a ten-site internet and extranet DMZ system (50 firewalls, 200 routers) to support major partnering, outsourcing, & vendor initiatives. Major successes included migrating 120 extranet connections from Pix to Checkpoint and from leased lines to strategic frame relay sites to meet regulatory deadline in 3 months. Recognized as a leader in recovering quickly from the loss of our data center on 9/11, recovering critical connectivity within 12 hours. Design elements included high-availability and high-security. Acted as team lead managing engineering requests by gathering requirements, providing costing and assigning staff. Created nationwide process methodology and rolled it out to project managers and executives, resulting in faster project implementation, reduced costs and increased customer satisfaction. Also provided 3<sup>rd</sup> level network support for DMZs, including bankofamerica.com  
Key skills: Cisco routers, switches, hubs, route switch modules, point to point, frame relay, SONET, ISDN, VPNs, Checkpoint firewalls, bulk encryption, firewall clusters, Big IP, 3DNS, HSRP, requirements gathering, project management, documentation.

3 Com (10/00-4/01) *Role: Infrastructure Architect*  
Led a team to design and implement management, centralized administration, backup and disaster recovery systems for an n-tier rich media delivery product.  
Key Skills: project management, Windows 2000 Advanced Server, Windows Media Services, mass storage, QoS, Veritas Backup Exec, SQL 2000, Microsoft Cluster Services, Microsoft Network Load Balancing, Event Log Manager, 3Com Routers, 3 Com Switches and Firewalls, documentation.

Chicago Board Of Trade Clearing Corporation (8/99-9/99) *Role: Support Process Architect*  
Reorganization of six IT support groups into one streamlined organization resulting in cost reduction, knowledge capture, increased training efficiency and user satisfaction.  
Key Skills: knowledge transfer, documentation, organizational structure, help desk software, telephony.

Chicago Tribune (8/98-3/99) *Role: Sr. Network Engineer*  
Wide and local area support in a deadline-critical network where network downtime could mean missing an edition. Created support processes and documentation resulting in greater user satisfaction and improved problem trending analysis.  
Key skills: Cisco routers and switch design and operations, point to point, frame relay, ISDN, VLANs, EtherChannel, Spanning Tree, ISL Trunking and PortFast in a TCP/IP, IPX/SPX and AppleTalk, 40 router environment.

## Skills Matrix

### Management

Team Leadership  
Project Management  
Customer Relationship Management  
Status Communication  
Issue Resolution  
Requirements Definition  
Mentoring  
Organizational Structure  
Methodology Creation  
MS Project

### Sales and Finance

Budgeting  
Vendor Management  
SLA Creation & Evaluation  
Outsourcing Analysis  
Technical Sales Support  
Proposal & RFP writing

### Technology

#### **Network**

##### Routers

Hardware: Cisco 2500 series, 2600 series, 3600 series 3700 series, 4000 series, 7000 series. Juniper E and M series, 3 Com Superstack series

Software: Static Routes, RIP, RIP v2, EIGRP, BGP, OSPF, HSRP, ACLs, AIM compression

##### Switches

Hardware: Cisco Cat 2900 series, 4500 series, 5500 series, 6500 series, RSMs, Sup 1a, 2, Cabletron Smart Stack Series, Smart Switch 8000, F5 BigIP

Software: VLANs, Spanning Tree, EtherChannel, ISL Trunking

##### Layer 2 Technologies

Ethernet, Fast Ethernet, Gigabit Ethernet, Token Ring, Leased Lines (T1-OC3), Frame Relay

#### **Operating Systems**

Windows 2000 Advanced Server, Windows 2000 Server, NT 3.5, 4.0, Netware 3.x, 4.x, Linux

#### **Security**

SonicWall, WatchGuard, Checkpoint, Pix

#### **Messaging**

Lotus Notes/Domino, Exchange 5.x, 2000

#### **Network Management/Administration**

HP Openview, Cisco Works, 3 Com Transcend Network Manager, Event Log Manager, What's Up Gold, Webtrends Enterprise, Network General Sniffer, Net X-Ray, Lanalyzer, Netflow, CFLOW

#### **Server Hardware**

Dell, HP/Compaq, Sun

## References

Excellent references from former employers and customers available upon request.