

Jeff Reed, CISSP

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Key Skill Summary

- Managed organizations from 8 to 12 people while overseeing multiple technical and business improvement projects
- Oversight for successful, cost saving projects with up to 20 people
- Earned multiple customer service awards, years of direct customer support and liaison in the USA, Far East and Pacific Rim
- Designed and deployed data networks, systems and networked services supporting customer organizations exceeding 7500 people. Provided technical support and leadership for multiple operating systems, networking technologies and applications.

Key Accomplishment Summary

Management

- Assistant Senior Manager of technical infrastructure for 7500-user customer base, with personnel in 3 states
 - Developed business and operations plans
 - Developed Service Level Agreements and success metrics for all customer relationships
 - Assisted with budget development, project prioritization, vendor management, etc.
 - Assisted in personnel hiring, organizational changes and reduction in force decisions
 - SDWT and Continuous Process Improvement projects (~90 personnel organization, 5 units)
- CISSP (Certified Information Systems Security Professional)
- Shaped, implemented and monitored technical support and liaison for Asia and Pac Rim
- Managed 2 teams (8-12 people) including budget development, personnel reviews, hiring and firing
- Coordinator and facilitator for Site(s) Change Management Forum
 - Oversight of facilities, systems, networks and applications changes for 6000-user site & data center
 - Business continuity and disaster recovery planning

Projects

- Supervised project team to design, procure and implement a multi-protocol network for the 2000-user MCI East Coast Network Management Center. Requirements included 3 week to completion and 100% uptime of all production systems and network for 6 floors. Managed customer requirements and expectations, executive communications, personnel resources, procurement, and contract hiring. Created a support organization from scratch for this infrastructure, developed processes, service level agreements, and transition to local management.
- Managed project team to design, procure and implement a multi-protocol network for the 1500-user MCI West Coast Network Management Center. Required 100% uptime of all production systems and networks.
- Management and technical consultant to customers in Taiwan R.O.C. and The People's Republic of China

Systems and Networks

- Assisted 10 startup Internet Service Provider businesses set up business and technical infrastructure
- Designed and implemented or assisted with 3 internal regional data networks supporting greater than 10,000 people per region
- Built and led a team of 7 highly-skilled system, network and application professionals supporting data networks, systems and network applications infrastructure in data center environment
- Represented our 2000-user organization in several ongoing corporate guidance forums (100,000 employees)
- Developed a team of 14 operating system, network and network application customer support specialists
- Composed and presented corporate and technical training in public forums throughout the USA, Asia and Pacific Rim
- Designed, ordered and implemented systems and network infrastructures and firewalls for several non-profit organizations assisting drug addicts in recovery
- Providing systems and administrative support for a non-profit organization providing humanitarian aid to Asian countries.

Employment History

1995 - Present Business and Systems Consultant (Internet Service Providers)

Provided consulting services to Internet Service Provider (ISP) and Application Service Providers (ASP) businesses. Accounts ranged in size from a few users to 100,000+ customers and 25,000+ hosted web sites.

2002 - 2003 Wasabi Systems, Inc.

Technical Sales Manager - Managed USA, Far East Asia / Pacific Rim customer business and technical relationships, processes and support. Developed strategic and tactical plans for account development in the Far East and Pacific Rim.

1995 - 2002 Wind River Systems (Berkeley Software Design, Inc. (BSDI))

BSD/OS World-Wide Sales Manager, Integration of BSD/OS (embedded and server products) into World-wide sales and field technical organizations (startup only). **Far East / Pac Rim Technical Accounts Manager**. Managed Far East & Pacific Rim customer pre- and post-sales technical support processes for BSD/OS-based embedded systems development, embedded systems engineering, customer Internet and intranet server and application implementations, and customer Internet and intranet network implementations. Created and presented technical and corporate information seminars presented at public forums in Japan, China (PRC) and Pacific Rim.

1993 - 1995 MCI

Assistant Senior Manager - Infrastructure Support, Engineering Design Centers (7500-user customer base, with personnel in 3 states). Organization was responsible for network infrastructure (100s of interconnected, multi-protocol LANs, MANs, WANs, firewalls (including corporate firewall), etc.), servers to desktop productivity and support services, telecom trunk to desktop and PBXs. **Help Desk Manager**. Built a help desk team from 2 contractors and 1 employee to 8 full-time employees. Negotiated service level agreements with multiple customer organizations. Developed and documented processes for all organization services and functions. **Information Technology Engineer, Team Lead** - Unix Systems, Applications, Network Design & Support.

1983 - 1993 Digital Equipment Corporation (DEC)

Senior Customer Support Specialist, Team Lead - Customer Support Center (CSC) Internet Network Infrastructure and Ultrix Systems & Services. **Network Design Consultant** - Internal DEC regions. Designed and directed deployment of 2 internal region IP networks and participated in the design and deployment of another. Participated in corporate IP network design team and on various corporate technology standard working groups. **System & Network Administrator, Team Lead** (production and test lab). **Senior Customer Support Specialist** - Remote customer support, hardware and software (Ultrix, VMS, RSX, RSTS, RT, and TOPS networking (DECnet, TCP/IP, X.25), + System & Network Administration). **Field Service Engineer**. Hardware support: mini-computers, peripherals, and networks.

Certifications

CISSP (Certified Information Systems Security Professional)

MCI Telecommunications - Leadership/management certifications, team building certifications, continuous process improvement certifications, specialized leadership training, etc.

Digital Equipment Corporation - Numerous certifications covering:

- Hardware: systems (VAX, PDP, 36-bit systems, MIPS, SPARC, INTEL, Motorola, PowerPC, NeXT, ...), peripherals (printers, modems, disks, tape drives, cluster devices,...), networks (routers, switches, remote access devices,...), communications (datacomm and terminal access devices), telecomm (CSU/DSU), CPU internals, etc.
- Software: operating systems (VMS, BSD & SysV Unix,... (to internals level)), device drivers, applications (stand-alone and networked), clustering, security/encryption, network configuration & troubleshooting, etc.
- Technologies: ISO/OSI, DECnet, TCP/IP, OSPF, BGP, RIP, SLIP/PPP, SNMP, SMTP, RIS, NFS, BIND/DNS, Athena cluster, firewalls, advanced net admin, advanced Unix sys & net admin, etc.