

Jeff Reed, CISSP

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Key Skill Summary

- Managed small to mid-size organizations, large project teams, inter-organizational cooperation and relationships, budget management and leadership development
- Years of hands on experience in perimeter defenses, security assessments and planning, policy development, change control management, system and network security
- Systems and networks administration, remote and on-site technical support, technical team leadership, corporate representation/liaison, team technical and leadership development

Key Accomplishment Summary

Management and Leadership

- Asst. Sr. Manager of technical infrastructure for 7500-user customer base, 110+ personnel in 3 states
 - Developed business, operations plans, security plan, policies and procedures.
 - Negotiated and wrote Service Level Agreements and success metrics for all customer relationships.
 - Participated in 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 person 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 7500-user site & data center

Security and 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 weeks to completion and 100% uptime of all production systems and networks. Managed customer requirements and expectations, executive communications, personnel resources, procurement, and contract hiring. Created support organization from scratch, 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
- Gathered organizational requirements, developed security policies, standards and procedures for deployments at numerous companies and organizations.
- Trained system/network custodians in issues, technologies and countermeasures for operating firewalls.
- IS Infrastructure Change Management Coordinator for combined 7500 user campuses over 3 states.
- Project lead for creation of Risk Assessment, Business Impact Assessment and other security studies.
- Security consultant to Internet Service Providers and other businesses.
- Pro bono networks, systems and security consultant to a number of non-profit organizations.
- 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.

Systems and Networks

- Assisted 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 users per region
- Built and led teams of 7 to 14 highly-skilled system, network and application professionals supporting data networks, systems and network applications for productions support and remote customer support.
- Represented 2000-user organization in several ongoing corporate guidance forums
- Composed and presented corporate and technical training in public forums throughout the USA, Asia and Pacific Rim

Employment History

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

Provided technical, security and business consulting services to Internet Service Provider, Web Service Provider and first tier consulting businesses. Performed technical analysis, risk assessments, business impact assessments, return on investment analysis, relevant technology research/design/deployment, system/network/application integration,... Accounts ranged in size from a few users to 100,000+ users and 25,000+ hosted web sites. Business continuity planning, disaster recovery planning, policy development, procedure development, countermeasure deployments,...

2002 - 2003 Wasabi Systems, Inc.

Technical Sales Manager - Managed USA, Far East Asia / Pacific Rim customer business and technical relationships, processes and support.

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

Interim BSD/OS World-Wide Sales Manager, Integration of BSD/OS (embedded and server products) into World-wide sales and field technical organizations (initial planning with executive team 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 managed all processes related to Far East & Pacific Rim technical business relationships. Created and presented technical and corporate information seminars presented at public forums in Japan, China (PRC) and Pacific Rim.

1993 - 1995 MCI

Asst. Sr. 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, IS security, Change control management, desktop productivity and support services, telecom trunk to desktop and PBXs. Business continuity planning, disaster recovery planning, policy development, procedure development, countermeasure deployments,... **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** - (moved to management within a few weeks of hire) Unix systems, applications, network design, support, System and network security.

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.