

Jeff Reed, CISSP

Address: 1709 SE 123rd Avenue, Vancouver, WA 98683

Phone: +1-360-260-2694

Cell: +1-408-821-7289

E-mail: jeff@iamfree.org

Key Skill Summary

- Earned multiple customer service awards from multiple companies
- Years of direct and remote customer technical support
- Managed data center systems and networks and led teams supporting them. Member of corporate network guidance teams
- Team lead for a number of technical customer service teams

Key Accomplishment Summary

Customer Support

- Member of a team providing on-site customer hardware support for 2000 person technical support organization
- Provided remote customer support to IT customers a number of operating systems, networks and applications
- Systems and network manager for customer support test environment
- 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
- Developed and presented corporate and technical training in public forums
- Composed and presented technical seminars to internal personnel and public audiences
- Coordinator and facilitator for Site(s) Change Management Forum
 - Oversight of facilities, systems, networks and applications changes for 6000-user site & data center
 - Managed all customer communications
 - Business continuity and disaster recovery planning

Leadership and Project Management

- Managed 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 networks for 6 floors while building construction continued
 - Managed customer requirements / expectations, executive communications, personnel resources, procurement, and contract hiring
 - Created a support organization from scratch for this infrastructure, developed processes and service level agreements, and transition to local management
 - Performed as technical team member in design and deployment of Cisco routers, Bay Networks and Cabletron hubs & switches, management / monitoring systems (Sun) and cabling
- Managed the project team to procure and implement a multi-protocol (Cisco, Bay Networks & Cabletron) network for the 1500-user MCI West Coast Network Management Center. Designed and documented this network personally. Required 100% uptime of all production systems and networks.
- Represented 2000-user organization in several ongoing corporate guidance forums
- Developed a team of 14 operating system, network and network application customer support specialists
- Managed 2 teams (8-12 people) including budget development, personnel reviews, hiring and firing
- CISSP (Certified Information Systems Security Professional). Current skills equivalent to CCNP and MCSE in related disciplines.

Non-Professional Accomplishments

- 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 to a non-profit organization providing humanitarian aid to Asian countries
- Volunteered many hours in drug rehabilitation efforts, convict rehabilitation, and many other related activities

Employment History

2002 - 2003 Wasabi Systems, Inc.

Field Technical Support - Managed USA, Far East Asia / Pacific Rim customer technical relationships, processes and support. Performed as technical liaison between engineering and customer engineering.

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

Far East / Pac Rim Field Technical Support. Created and presented technical and corporate information seminars presented at public forums in Japan, China (PRC) and Pacific Rim. Technical consultant to Taiwan R.O.C. and China based companies. Managed Far East & Pacific Rim customer pre- and post-sales technical support for BSD-based embedded systems development, engineering, customer Internet and intranet server and application implementations, and customer Internet and intranet network implementations.

1993 - 1995 MCI

Customer Support Process Specialist - Infrastructure Support, Engineering Design Centers. The 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. Responsible for all Service Level Agreements, process creation/monitoring/reporting, problem escalations, customer-related projects, etc.

Information Technology Engineer, Team Lead - Unix Systems, Applications, Network Design & Support. Technical support of mci.com web servers, DNS, network time, etc. Responsible for customer communications, status reporting, presentations, change planning/communications/follow-through, and management reporting.

1983 - 1993 Digital Equipment Corporation (DEC)

Senior System & Network Specialist, Team Lead - Customer Support Center (CSC) Internet Network Infrastructure and Ultrix Systems & Services. Created a team to support Unix-based systems, TCP/IP networks and network/system applications for production data center. Responsible for all management and customer reporting, customer liaison, cross-organization liaison, representative to regional and corporate direction teams, new bandwidth sign-off, hardware/software planning, justification and ordering, team training development and more. **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). Justified new hardware/software and defended requirements in center-wide forum. Trained new team members. Responsible as liaison in all planning meetings. **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. Provided support to 2000+ user organization.

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 network management, advanced Unix sys & net admin, etc.