

Jeff Reed, CISSP

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Key Skill Summary

- Developed and delivered numerous new product and technology training classes pertaining to embedded Unix (BSD)
- Developed and delivered customer-specific DNS (Domain Name System) training to Intel Unix infrastructure team
- Delivered *Beginning Unix* and *Unix System & Network Administration* courses to customers in Hong Kong, Tokyo and Taipei
- Developed and delivered many Unix and network technology training classes and courses to in-house IT professionals
- Many years of hands-on experience, as well as training providing a solid balance of academic and real-world credibility

Key Accomplishment Summary

Technical Training

- Developed and delivered Unix training classes to in-house IT professionals covering a range from *Introduction to Unix* to *Advanced Unix System and Network Administration in Data Center and Infrastructure Environments*.
- Worked with customer (Intel) to define their training requirements, then developed and delivered specific Domain Name System (DNS) training to top tier Unix Infrastructure Support organization in Chandler, AZ.
- Updated and delivered Unix Level I, Unix System Administration and Unix Network Administration courses. Presented to customer audiences in public forum as well as on customer premises throughout Asia.
- Developed and/or delivered various training classes on embedded Unix technologies to customers in USA and Asia.

Systems and Networks

- Assisted 10 startup Internet Service Provider businesses set up business and technical infrastructure
- Designed and implemented 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 2000-user organization in several ongoing corporate guidance forums
- Developed a team of 14 operating system, network and network application customer support specialists
- Composed and presented technical seminars 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 to a non-profit organization providing humanitarian aid to Asian countries.
- CISSP (Certified Information Systems Security Professional). Current skills equivalent to CCNP and MCSE in related disciplines.

Customer Liaison

- Management consultant and technical consultant to customers in Taiwan R.O.C. and China
- Developed and presented corporate and technical training in public forums throughout Asia / Pac Rim
- Shaped, implemented and monitored technical support and liaison for Asia and Pac Rim
- 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

Employment History

1995 - Present 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 technical relationships, processes and support. Performed as technical liaison between engineering and customer engineering.

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). Provided global field technical training and support. **Far East / Pac Rim Technical Accounts Manager**. Created and presented technical and corporate training seminars presented in public and private forums throughout 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. Worked with strategic partners to develop and deliver training for large customer accounts.

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. **Network Design Consultant** - Designed and documented multi-protocol production network for West & East Coast Telecomm Network Management Center (NMC). Led teams to design and deploy \$1million multi-protocol production networks for East & West Coast NMCs. Member of teams providing design, deployment and maintenance of production and infrastructure networks, systems and applications supporting 7500+ people. Developed organization processes and delivered business and technical training to support teams. **Information Technology Engineer, Team Lead** - Unix Systems, Applications, Network Design & Support. Technical support of mci.com web servers, DNS, network time, etc. Responsible for team member technical development and training.

1983 - 1993 Digital Equipment Corporation (DEC)

Senior System & Network Specialist, Team Lead - Customer Support Center (CSC) Internet Network Infrastructure and Ultrix Systems & Services. **Network Design Consultant** to 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) Responsible for creating and delivering training to all new and junior team members. **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). Researched, developed training for and presented classes on emerging technologies. **Field Service Engineer** - Hardware support: mini-computers, peripherals, and networks.

Certifications

CISSP (Certified Information Systems Security Professional)

Digital Equipment Corporation - Numerous certifications covering:

- Hardware: systems, peripherals, networks, communications, telecomm, CPU internals, etc.
- Software: operating systems (VMS, BSD & SysV Unix,... (to internals level)), device drivers, applications, clustering, security/encryption, network configuration & troubleshooting, etc.
- Technologies: ISO/OSI, DECnet, TCP/IP, OSPF, BGP, RIP, SLIP/PPP, SNMP, SMTP, RIS, NFS, BIND/DNS, firewalls, advanced net management, advanced Unix sys & net admin, etc.

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