

Jeff Reed, CISSP

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Key Skill Summary

- Designed 1500-user multi-protocol data network project and managed 2 projects to design and deploy multi-protocol Cisco data networks
- Earned multiple customer service awards, years of direct customer support and liaison in the USA, Far East and Pacific Rim
- Managed data center systems and networks and led teams supporting them. Member of corporate network guidance teams representing 2000 professionals.
- Technical accounts liaison and consulting for 3 companies to Asia and Pacific Rim customers

Key Accomplishment Summary

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

Leadership and Project Management

- Assistant Sr. Manager of technical infrastructure for 7500-user customer base, with personnel in 3 states
- 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.
- Managed 2 teams (8-12 people) including budget development, personnel reviews, hiring and firing

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 support. **Far East / Pac Rim Technical Accounts Manager**. 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

Assistant Senior Manager - Infrastructure Support, Engineering Design Centers (7500-user customer base, >\$100 million operating budget, 110+ 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. **Information Technology Engineer, Team Lead** - Unix Systems, Applications, Network Design & Support. Technical support of mci.com web servers, DNS, network time, etc.

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** - 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)

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.