CURRICULUM VITAE
INTERNET VERSION 2004f2

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NZ Residency Status: Citizen

NATIONALITY: British & New Zealand

HIGHER EDUCATION:

1980 - 1984   BSc (Hons) Communication Engineering
                               University South West.

1994 - 1996   BT MSc in Telecommunications
                               (Not Completed due to relocation to NZ)

EMPLOYMENT:

1984 - 1996   British Telecom Ltd

1996 - 2002   Clear Communications Ltd
                               (Now TelstraClear Ltd)

2002 - Date   The Atlantis Group

SKILLS:

For the last 2 years I have been working as the Senior Network Administrator for The Atlantis Group (TAG). I have been responsible for managing all aspects of running their corporate network. As TAG has a worldwide presence with offices in Singapore, Australia and USA, this has included both a traditional private network to link these sites together and more modern technologies such as VPN's and Wireless technologies. I have managed and enhanced the network improving both its performance and adding features. I have also carried out the operations role of a Customer Relationship System (CRM) for TAG's connect product which is based on a combination of webservers, middleware and databases (IIS/Resin/Sql Server).

Examples of my latest projects for The Atlantis Group include managing all the networking aspects of the recently launched Qantas and ANZ loyalty card scheme and managing the migration of the company to Microsoft's Exchange 2003 e-mail system.

While at The Atlantis Group I acted as the assistant to the CTO and the CIO in the areas of evaluating and defining the architecture of the new applications and solutions that were implemented over the last 18 months

For the previous 6 years I worked for Clear Communications in their e-business division. In particular I covered the roles of both a Senior Internet Specialist and ISP Operations Team Leader for CLEARNet. In addition to the technical aspects of the role I was also responsible for management issues such as annual reviews, time management of the team, interviewing for new positions, management of the roster to provide 24x7 support, interfacing with HR etc.

During my time in the role I was responsible for all aspects of designing/implementing and operation a 24x7 Business Internet Service provider (ISP).

In this position I was also responsible for management tasks such as project management, process development and implementation of Service Level Agreement's (SLA), both internal and external organisations

I have extensive experience of Server Operating systems. This experience involves all the phases of such work such as planning, implementation and ongoing operations. I have used Microsoft and UNIX based (Sun and various Linux distributions) systems in both test development and production environments.

I have experience in areas such as the design of TCP/IP systems, SMTP mail and Firewall system and World Wide Web servers. I have been responsible for billing system support and the implementation and operation of the storage systems for the ISP. Other areas of responsibility are network caches, L4 switches, News systems and Radius authentication servers.

EXAMPLE AREAS OF EXPERTISE:

Note that this list is not complete and is only an overview of each area as a complete detailed list would be to long for a CV.

EXCHANGE 2003

I have successfully designed and implemented systems using Exchange 2003 and Active Directory technologies

LINUX
I have used Linux distributions, (Red Hat, Mandrake and some Debian), to perform 24x7 production tasks. Many of my more recent projects have been Linux based. I have extensively used Linux to build firewalls and communication systems.

MIDDLE WARE SYSTEMS:
Middleware systems are used extensively within the CLEARNet infrastructure, the two most common components being BEA Weblogic and Apache Jserv. I have been responsible for all of these components and I am a BEA trained Weblogic Administrator.

More recently with TAG I have been involved with using Resin servers for the TAG CRM system; again this has been in the role of a middleware system.

VPN:
I have been responsible for the implementation of several VPN's using technologies such as PPTP and IPSec.

MAIL SYSTEMS:
I have been responsible for the implementation and operation of mail systems using Sendmail, Microsoft Exchange and iPlanet server systems. These systems have been responsible for the mail system for CLEARNet and ZFREE ISP's and as such supported a user base of greater than 350K users.

WEB TECHNOLOGIES:
I am daily working on projects that use leading edge web technologies such as HTTP/XML/SOAP. An example is the CLEAR Net registration server which as well as being based on Weblogic middle ware uses XML for many parts of its operation

WEB SERVERS:
I have been responsible for the implementation and operation of web server systems using Apache and Zeus web servers. These servers provide the customer facing web sites (Example http://www.clear.net.nz) of the company systems as well as the web sites for the customer base (approx 1200 web sites)

FIREWALLS:
The ISP uses Checkpoint-1/Nokia for its primary security system; I have been involved with installation, upgrade and operation of these firewalls on a day-to-day basis. I am a trained Checkpoint-1 administrator. I have also from time to time been involved with quality control on customer firewall& security designs.

NETWORK CACHE SYSTEMS:
CLEARNet ISP uses a series of cache systems to manage its users use of the International bandwidth. As such I have implemented and managed systems designed on platforms such as Squid, Netcache and CacheFlow. This was from implementation through operation to retiring them as design changes were made over the years.

NEWS SYSTEM:
I had sole responsibility for the News Server system within the ISP's. I designed and implemented the system that is currently in production including setting up the feed contracts with the US based supplier and providing customer support for the production system.

SUN SERVERS:
The ISP server platform is based primarily on SUN hardware. As such I am trained on all the platform components such as SUN E450's, E420's and storage systems such as A5000 and D1000. I am also trained on all the Software that these systems use such as Solaris (all versions) Veratis file system, Sun Cluster.

STORAGE SYSTEMS:
I have experience with all 3 main types of storage technologies both Direct attach (DAS) Network Attached (NAS) and Fibre Channel (SAN). CLEARNet used all three platforms for its storage solutions. The first is based on Sun storage systems (A5000 & D1000). The second is based on EMC storage and the third is based on NetApp filers (F740 & F760). These systems provide all the storage, other than local disk, used in the ISP. I have been closely involved with all of these systems both from implementation and operation. Though the Atlantis Group being a smaller organisation has used DAS in the past I am in the process of completing a business case to move some of their systems to SAN.

MICROSOFT SYSTEMS:
I am a trained Win2K administrator. My areas of expertise are with regards to Microsoft exchange 2002, IIS, Active Directory and SQL server as used by the Clear Envision service. I have been responsible for the implementation and operation of the exchange platform.

MICROSOFT MANAGEMENT PLATFROM:
Within the ISP the Microsoft platform is managed by NetIQ, I am a trained NetIQ administrator and have used it on a day-to-day basis to manage the Microsoft platforms.

APPLICATION SERVICE PROVIDER:
I was involved closely with the implementation of the CLEARNet ASP platform, which provided services to clients such as Fisher& Pykel and Dept of courts. I was responsible for the 24x7 operation of this platform

MAILING LIST SYSTEM:
I had sole responsibility for the mailing list system used by Marketing for customer communications. This system is a Java based system from Socketware used to both send customised e-mail messages and to monitor and report on the response to the e-mail messages.

OPERATIONS TEAM LEADER:
As Operations Team Leader I reported directly to the Internet Engineering manager and was directly responsible for the operations team of 7 System administrators and an Oracle DBA. I was responsible for the availability of the ISP services for customers. I was also responsibility for the operation of the team itself managing items such as leave, duty roster, KPI's, evaluations, interviews etc.

DATABASE KNOWLEDGE:
The ISP uses databases as the 'heart' of its design philosophy hence I have a very good working knowledge of Oracle and SQL Server databases from an operations view (I don't however claim to be a DBA).

PREVIOUS EXPERIENCE:

I have 10+ years of ISDN application and development experience. I worked on Multimedia servers for 3 years and was responsible for running a Lab, which developed demonstrators of services for large company accounts.

While at BT I worked in several LAN environments such as TCP/IP, Novell, Apple Mac and Windows. I have experience of WAN systems such as ISDN, Frame Relay, SMDS and PSTN.

Several of my positions involved close interaction with customers giving briefings & demonstrations, and supporting trials and installation of systems in customer premises.

DATA PABX:
I have been involved with Data over PABX's since British Telecom first started offering the service and was involved with all the initial trials and service offerings using systems such as DASS2, DPNSS and Q.931.

VOICE/DATA INTEGRATION:
For 5+ years I have been involved with Computer Integrated Telephony (CTI) first involving Proprietary PABX Based solutions and then more recently moving to standards based CTI offerings based around Microsoft and Novell. This has involved presentations to design teams within British Telecom covering the impact that this expanding area of telecoms will have on their projects & products. I have also travelled to the USA because of this work and am regarded as one of BT's experts in this area.

MULTI MEDIA:
I am involved with work within BT on standard PC based MultiMedia conferencing offerings. I cover areas such as H.320 based PC videoconferencing units and software standards such as T.120 for multiparty co-operation over communication networks such as the ISDN and Internet.

CUSTOMER APPLICATION LAB:
I run a small lab tasked with creating presentations to major customers about aspects of Multimedia and how BT offerings can be included into their business operations.

CITY OF LONDON NETWORK.
I worked as a consultant to a project to deliver MultiMedia based information to broking offices in the City Of London.

BRISTOL ON-LINE EDUCATIONAL NETWORK
A project that I have been working on for the last two years at BT is the Bristol On-Line Educational Network. This is a major trial involving schools within the Bristol City area. It is based around a hybrid ISDN and Internet network to provide the schools with computer based learning. Access is provided for the children to controlled Internet resources and video based learning.

PERSONNAL STATEMENT:

I have been pleased with what I have been able to achieve at TAG with very limited resources. The performance of the network has been key to the group's success.

Previous to that I was proud of the contribution that I made to Clear communications and its ISP in the time I have been associated with it. Points such as the very high uptime for customer facing services, which we believe are highest that any other NZ ISP, come to mind is does the time I was part of a small team that launched a whole ISP (ZFREE) in 16 working days.

REFERENCES:

Available On Request

ADDITIONAL INFORMATION:

I am married to a NZ Citizen and have three children