John M. Telford – Résumé (**Note:** a more detailed résumé is available at www.johntelford.com.)

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Objectives – Senior Information Technology Management. Senior Infrastructure Architecture.

Profile – Senior Information Technology practitioner with numerous years of experience creating, managing, and individually contributing to, multidiscipline, complex, and difficult projects. Has extensive managing and hands-on experience with hardware, Internet, networking, security, and software technologies. Information Technology is a passion. Understands Information Technology cultures, values, and needs. Communicates openly with project stakeholders.

Specialties – Applying a systems view to hardware, software, networking, and security. Maximizing Information Technology investments and security. Working with management on developing rationales for applying Information Technology to business needs. Creating, managing, and mentoring, a diverse range of teams.

Experience – Consulting Clients:

1999 – 2009: Forest Products Company. Campus and remote site infrastructure projects. Network design, deployment, security, and monitoring. Virtual and physical server deployment, security, and monitoring.

2009: Social Networking Company. Architected a rich Internet application software development solution.

2005 – 2008: Consumer Products Manufacturing Company. Managed the rebuilding and extending, the Information Technology infrastructure and team.

2004 – Present: Web Site Development. Technologically evolving Web site for selling photographic images.

1999: Apparel Manufacture. Analyzed commercial Web server performance.

1998 – 2003: Floral Products Manufacture. Rebuilt and extended the Information Technology infrastructure.

1998 – 2001: Retirement Plan Services. Rebuilt and extended the Information Technology infrastructure.

1998: Municipality. Managed a three-tier Web proof of concept project based on transaction management.

1996 – 1999: Internet Service Provider. Designed, deployed, and operated an early Internet Service Provider.

1993 – 1996: Transportation Manufacture. Architect and project manager of a large-scale 24x7x365 three-tier client / server infrastructure.

1991 – 1993: Public Utility. Developed programs for managing customer records.

Experience – Employers:

1991 – Present: JohnTelford.com LLC, Portland, OR. Senior consultant, delivering Information Technology management and technology experience and knowledge.

1983 – 1991: IBM (Sequent Computer Systems), Beaverton OR. Senior Staff Technology Analyst, Manager Information Services, Manager Computer Resource Group, Manager Technical Publications, Manager Product Integration and Evaluations.

1982 – 1983: GemStone (Servio Logic Corporation), Beaverton OR. Manager Engineering Support.

1977 – 1982: Electro Scientific Industries, Portland, OR. Manager Software Engineering Department, Systems Engineer.

1976 – 1977: Modular On-line Systems, Portland, OR. Systems Engineer.

1973 – 1976: Tektronix, Beaverton, OR. Systems Programmer, Embedded Operating Systems Engineer, Applications Programmer.

1965 – 1973: Lawrence Berkeley Laboratory, Berkeley CA. Applications Programmer, Shift Operations Manager, Computer Operator.

Management – Technology Applications: Created and managed an Information Services team responsible for delivering database applications, such as Oracle Financials, and other business applications.

Created, managed, and set the technical direction of a product integration and evaluation team responsible for testing, configuration management, and packaging, of a commercial UNIX derivative operating system.

Managed software engineering department responsible for the planning, development, production, and sustaining of real-time software, and user application products.

Managed upgrading Enterprise Requirements Planning (ERP), Customer Relationship Management (CRM), and Oracle database products to supported releases. Managed local and remote teams for SPS Commerce and Sterling Electronic Data Interchange (EDI) projects.

Managed the planning, writing, production release, and sustaining of hardware and software technical publications.

Management – Technology Infrastructure: Architect and project manager of a large-scale 24x7x365 three-tier client / server infrastructure for a transportation manufacture. It supported several sites around the country with numerous servers and workstations.

Performed an Information Technology assessment revealing an infrastructure supporting outdated network and server technologies, and configurations that were dysfunctional, disruptive, and insecure. Rebuilt the Information Technology team, and managed rebuilding of the infrastructure, utilizing contemporary hardware, software, and networking technologies. Managed projects upgrading core servers to contemporary multiprocessor platforms VMware Server host software.

Managed projects upgrading Microsoft Active Directory (AD) and Exchange servers to supported releases.

Managed backup projects utilizing Symantec Backup Exec disk-to-disk technology.

Managed security projects incorporating McAfee Enterprise anti-virus and anti-spyware, and Windows Server Update Services (WSUS).

Managed Windows file servers rebuild project using Distributed Files System (DFS).
Planned projects for implementing Microsoft Folder Quota and Volume Shadow Copy Service (VSS) technologies.

Managed a resilient network backbone project utilizing Hewlett-Packard managed switches, Cisco PIX firewall, and a point-to-point MPLS-based T1 network connecting to remote shipping dock using hand-held wireless scanners and printers.

Managed deploying proactive monitoring of network devices and servers, utilizing Paessler IPCheck, and PRTG products.

Managed computer resource teams. *Clients:* Consumer Products Manufacturing Company, Floral Products Manufacture, Retirement Plan Administration Services, *Employers:* IBM (Sequent Computer Systems), GemStone (Servio Logic orporation), Electro Scientific Industries, Tektronix, and Lawrence Berkeley Laboratory.

Projects – Application Development: Call center, hardware, Internet, networking, and performance monitoring programs. Embedded operating systems, applications, and development systems. Engineering and financial applications. Error correcting download system. Forth-like procedural, structured, stack-based, programming language and environment. Graphic applications. High-energy physics data reduction and application programs. Numerous utilities written in various compiled and scripting languages.

Projects – Databases: *Oracle:* Oracle Financials, Infor Visual Enterprise Requirements Planning (ERP) and Customer Relationship Management (CRM) products, *SQL Server:* Microsoft Dynamics SL ERP, Three-tier client/server infrastructures, *MySQL:* Web graphics, Meta data, and Web blogs.

Projects – Infrastructure Proactive Monitoring: Developed Perl programs for delivering proactive daily reports providing early warning of possible network problems that may become disruptive, and for switch backup, switch error, router log, firewall log, multilink snap shot, backbone network connections, switch description reports, and tracking server clock drift. PowerShell program for Windows Event Log processing. Scripted IPerf for measuring and reporting network throughput.

Projects – Infrastructure Rebuilding and Extending: Updated legacy DOS and NetWare network, servers, and workstations, to TCP/IP network and Microsoft Windows NT/200X/XP products. Updated an ISDN frame relay circuit to a T1 network serving multiple branch offices. Developed plans for migrating a primary database from a legacy HP platform and database, to Microsoft products. Delivered proof of concept projects for Windows Terminal Server and Citrix running legacy programs. Installed Microsoft Dynamics SL (Business Solutions-Solomon) Enterprise Resource Planning (ERP) product, Microsoft SQL server, and migrated them to a virtual server environment. Selected, installed, and maintained Network Attached Storage (NAS) appliance servers. Installed and maintained AntiVirus products for servers and workstations.

Projects – Internet Development: Developed a technologically evolving commercial Web site for selling photographic images utilizing Javascript, MySQL, Perl, PHP, RapidWeaver, Smarty, and Zenfolio technologies. Also Google AdSense, AdWords, and Checkout, and PayPal. Developed Perl program for measuring detailed Web sit response times. Created and ran an early Internet Service Provider Internet site providing email and Web services for small to medium size business utilizing Microsoft Internet Information Server (IIS) and NTMail. Configured and ran a remote FreeBSD Internet site providing email and Web services for small to medium size businesses, utilizing Apache Web and Sendmail servers. Shopping Carts: Google Checkout, and PayPal. Web Site Analytics: AWStats, Google: AdSense, AdWords, and Analytics, and WebTrends. Architected a software development and deployment solution for a social networking product, based on Adobe Interactive Runtime (AIR), Adobe Flex, and Adobe Flash Media Servers. Investigated deploying a Ruby on Rails Web site.

Projects – Networking Infrastructure: Developed an evolving, flexible, and resilient networking infrastructure. The LAN infrastructure began as a single network with a dial-up Internet connection. It has evolved to a resilient fiber optics backbone connecting all buildings located on a large campus using Cisco managed switches, and resilient WAN connecting satellite business operations.

Developed a lean Linux distribution for deploying recycled desktop PCs as routers to isolate the relatively low bandwidth Cisco Aironet fixed wireless backbone from unnecessary traffic between network segments. The Linux routers were designed to quickly responding to changes in network topology without intervention, by running Open Shortest Path First (OSPF) routing protocol. The numerous Linux routers were replaced over time with Cisco routers configured for load balancing and fail-over using Hot Standby Router Protocol (HSRP).

Configured Netopia routers connecting backbone to DSL Internet connections, later replaced with Cisco PIX firewalls. The Cisco PIX firewalls also provide remote and site-to-site Virtual Private Networks (VPN) access. The Cisco PIX firewalls are being replaced with Palo Alto Networks firewalls. Configured Linux iptables firewalls for Internet and intranet deployments.

Projects – Operating System: Installed and maintained Apple Mac OS X, Linux, Microsoft DOS/Win/3/9x/NT/200x/XP, and UNIX operating systems. Installed, enhanced, and maintained scientific mainframe operating systems. Created a lean Linux distribution for deploying recycled desktop PCs as routers. Developed embedded operating systems, applications, and development systems.

Technology Summary:

Backup Software – Amazon S3 / Jungle Disk, ARCserve, DataKeeper, dump, Mozy, robocopy, rsync, Symantec (Veritas) Backup Exec, tar, V2i, ViceVersa.

Databases – *Microsoft:* SQL Server, CA XOsoft for SQL Server, Access. *MySQL:* FreeBSD, Linux, Mac OS X. *Oracle:* Linux, UNIX, Windows.

Electronic Data Interchange (EDI) – SPS Commerce, Sterling.

Enterprise Resource Planning (ERP) – *ASK:* ManMan, *Infor:* Visual, *Microsoft:* Dynamics SL.

Internetworking Technologies – *Connectivity:* 10/100/1GbE, cable, dial-up, DSL, fiber optics, Frame Relay, ISDN, MPLS, T1. *Firewalls:* Cisco IOS, Cisco PIX, Linux, Palo Alto Networks, Netopia. *Protocols:* DHCP, DNS, HSRP, NTP, OSPF, POP3, QoS, RSTP, SFTP, SMTP, SNMP, SSH, STP, VLAN, VPN. *Routers:* Cisco 2501, 2811, 3560, 3750, Linux. *Remote Access:* Citrix, GoToMyPC, pcAnywhere, Remote Desktop Connection (RDC), VNC. *Switches (Managed):* Cisco 2912, 2950, 2960, 2970, 3560, 3750, HP 2824, 2848. *Wireless:* Cisco Aironet, D-Link, Linksys.

Microsoft Technologies – Active Directory (AD), Active Server Pages (ASP), Distributed File System (DFS), Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), Exchange, file and print servers, Internet Explorer (IE), Internet Information Server (IIS), Microsoft Message Queuing (MSMQ), Microsoft Project (MSP), Microsoft Office, *Operating Systems:* DOS/Win/3/9x/NT/200x/XP, PowerShell, Remote Desktop Connection (RDC), robocopy, SQL Server, Visio, Visual SourceSafe (VSS), Visual Studio, Volume Shadow Service (VSS), Windows Internet Naming Service (WINS), Windows Server Update Services (WSUS).

Operating Systems – *Apple:* Mac OS X. *Linux:* Red Hat, SuSE. *Microsoft:* DOS/Win/3/9x/NT/200x/XP. *UNIX:* AIX, BSD, FreeBSD, HP/UX, Solaris, System V.

Performance Monitoring and Tuning – *Network:* ipaudit, IPerf, IPCheck, IPNetMonitor, MRTG, NDT, NetStumbler, ntop, PRTG, RRDtool, tcpdump, tcptrace, tshark, wireshark, Wi-Spy. *Systems:* /proc, IPCheck, Net-SNMP, perfmon, System Activity Reporter (SAR), top. *Web:* Firebug, Keynote, Mercury, Webbot.

Programming Languages – Active Server Pages (ASP), assembly, awk, bash, C, C++, CGI, csh, CSS, Forth, Fortran, HTML, Java, JavaScript, Pascal, Perl, PHP, PowerShell, Ruby, sh, Visual Basic.
Configuration Management: CVS, Microsoft Visual SourceSafe (VSS), RCS, Subversion.

Software Development Methodologies – Agile, Extreme Programming, Rapid Application Development (RAD), Scrum, Systems Development Life Cycle (SDLC).

Transaction Management – Microsoft Message Queuing (MSMQ), Tuxedo.

Virtualization Technologies – *Microsoft:* Virtual Server. *VMware:* ESX, Server, Workstation, Player.

Web Technologies – *Blogs:* Blogger, WordPress. *Content Management Systems:* Drupal, Mambo, Plone. *Email:* Exchange, NTMail, Postini, Postini Message Archiving, Qmail, Sendmail. *Programming:* ASP, CSS, CGI, HTML, JavaScript, Perl, PHP, RapidWeaver, Ruby on Rails, Smarty. *Servers:* Apache, Internet Information Server (IIS), Tux. *Shopping Carts:* Google Checkout, PayPal. *Tools:* CSSEdit, Firebug, Keynote, Mercury Interactive LoadRunner, Webbot, Xyle scope. *Web Site Analytics:* AWStats. Google: AdSense, AdWords, and Analytics. WebTrends. Adobe Interactive Runtime (AIR), Adobe Flex, and Adobe Flash Media Server.

Education – Bachelor of Science Electronic Engineering. California State University at San Luis Obispo, 1970. Cisco CCNA.