## John M. Redmond

140 Samuel Gorton Ave, Warwick, RI. 02889 (401) 737-5040 Jredmond@linesiders.com

### Information Technology

**Technically sophisticated professional with an accelerated career reflecting strong leadership and technical abilities in Information Technology.**

## Technologies:

**Network Operating Systems:** Microsoft Windows Server 2003, XP, 2000, NT4.0, Novell NetWare 5.1, 5.0, 4.11, 4.1 SFTIII, 3.12, Redhat Linux 7.x, 6.x.

**Network Security:** Cisco PIX Firewall/VPN, hardware VPNs, Novell BorderManager 2.1-3.5 Firewall VPN, Microsoft IAS Radius server, Linksys SOHO VPN.

**Infrastructure Software:** MS Terminal Server, SQL Server 6.5-2000, IIS 4-6, Exchange, SharePoint Portal Server, Apache Web Server, ArcserveIT, Veritas Backup Exec, Symantec Anti-Virus Enterprise Corporate Edition 5-8, Interchange, ZenWorks, NDS for NT.

**Network Infrastructure Hardware:** Cisco Routers, 3COM and HP Switches, AMI RAID, Dell PERC RAID, Dell NAS backup systems, HP network printing, NDPS, high-speed engineering plot systems.

**Applications:** Microsoft Office 95-2000, XP, Corel WordPerfect Suit 6-8, PCAnywhere, Macromedia Dreamweaver, Fireworks, Adobe Photoshop, Perl Scripts, PHP, MySQL.

**CAD and Engineering Support Applications:** AutoDesk AutoCAD R12-2002, Softdesk8, Buzzsaw, Rebis AutoPlant 3D piping, 2D P&ID, Deltek Advantage, Bidtek Viewpoint, Timberline Estimating, Medallion and Gold Accounting systems.

## Professional IT Experience:

**IT Project Manager / Network Engineer, Process Facilities Inc., Boston, Ma.     1996-2003**

- Hands-on co-management of all Network Systems; systems design, installation, monitoring, implementation, administration, support, server builds, server repair, and help desk, in a mixed Microsoft Windows 2000/NT / Novell NetWare 5/4, multi-platform network spanning four regional offices plus connected remote Process and Plant construction sites.
- Worked heavily with engineers and management to provide secure and quality access to Process and Facilities engineering and management documentation and systems.
- Developed company's first functional and dynamic Intranet; improving data sharing, problem resolution, and efficiency. Created second generation corporate Intranet and initiated design of Corporate Intranet Portal.
- Maintained existing Frame-Relay based Wide Area Network (WAN), introduced new technologies and extended WAN footprint to new regional facilities all at extremely high levels of reliability in one of the nation's fastest growing engineering firms.
- Designed and implemented Remote Applications Systems including Terminal Server, across high security networks and Virtual Private Networks for broad access to corporate systems.
- Designed, implemented, and managed secure Cisco PIX Firewall and VPN remote access.
- Designed and deployed corporate Gigabit network infrastructure and new Network Operations Center providing improved capacity and reliability for engineering systems.
- Interfaced with ownership and senior directors to provide solutions to enhance business processes.
- Provided Level I, II, & III network and desktop support, management, configuration, testing, and rollout. Created web based trouble ticket system.
- Determined requirements, developed, and implemented solutions in support of advanced engineering and corporate goals.
- Co-developed corporate system, security policies, virus and disaster recovery plan.

**IT/IS Group Manager**
- Directed design, implemented, and standardized all network and desktop systems. Attained consistent 99% availability for critical systems through smart design, efficiency, disaster recovery planning and fault-tolerance.

- Responsible for all facets of company systems spanning network, productivity, engineering, project controls, and accounting applications.
- Created company's first high-availability Virtual Private Network ensuring remote office and remote client access to network in support of global engineering efforts.
- Led Technology team to support all network clients, remote office, and construction field site support using smart applications to standardize environment.
- Managed LAN/WAN environment consisting of Microsoft Windows 2000 / Windows NT servers on Dell servers, Novell Netware 5/4 on Dell servers, Microsoft MS Mail Server, Linux Servers, Cisco Routers, and Novell BorderManager site to site and client to site and Cisco PIX firewall and VPN systems providing high availability, security, and integrity of data.
- Maintained and supported Novell NDS Directory Services, NetWare 4/5 servers' hardware, and NOS. Completed performance tuning, patching, troubleshooting, and disaster recovery.
- Managed large engineering, CAD, and administration desktop environments using intelligent deployment tools such as Zenworks, Symantec CE 5-8, and Powerquest Deploy Center.

### Network Manager

- Responsible for all functions of design, implementation, and management of network, SFT-III fault-tolerant servers, desktop environment, productivity applications, engineering applications across a two office, wide area network.
- Introduced new corporate technologies such as the Internet, e-mail, remote access, application conferencing, high speed plotting.
- Trained user base in efficient system operation and software solutions.
- Managed IS team to support all local clients and remote offices.

### Network Admin, Desktop Support

- Responsible for all client support, engineering application support, account creation/termination, network printing, Internet services.
- Installed and upgraded all client equipment and software.

### Technical Advisor / Support, Northeast Electronics Corp, Milford, CT.          1997-present
- Recommend technologies to management. Remotely diagnose systems issues. Developed and maintain company website and e-mail systems. Consult in management of servers and network.

### Owner / Operator, www.Striped-Bass.com, Warwick, RI.          1999-present
- Manage all facets of web design, database, hosting, security, and advertising for one of New England's largest fishing websites.

## Previous Non-IT Experience:

Previous to entering Information Technology, from 1986 to 1996 I was employed in various aspects of Automotive Service Management and Customer Support at several auto dealerships in Massachusetts. Further information can be provided upon request.

## Education and Technical Training:

Clark University C.C.I., Cambridge, Ma.                    Novell LAN Administration - CNA

New Horizons Learning Center, Boston, Ma.          Microsoft Windows NT Advanced Networking

Cisco Net Academy, Canton, Ma.                    Cisco Routers & Networking

Alexander M. Patch American High School, Vaihingen, Germany

Currently pursuing Microsoft MCSE and Cisco CCNA