

DANIEL C. DOBSON, JR.

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IT / INFORMATION SYSTEMS MANAGER

Telecommunications ~ Connectivity ~ Network Administration

Global Data Management ~ Sales ~ Project Management

Over 12 years of IT and LAN/WAN management experience. Six years of telecom experience as a Global Data Manager with AT&T. Manage multi-million dollar IT projects for Fortune 100 customers, from proposal to post-sale stage. "Big Picture" thinker, skilled in developing and executing IT plans to meet overall corporate goals. Strong record of reducing support and training costs. Redesigned multiple networks to increase performance. Experience from both the carrier and the customer perspective, with strong sales and presentation skills. Expertise includes:

- Connectivity Solutions
- Network Design
- Network Planning / Upgrades
- LAN / WAN Troubleshooting
- Architecture Design
- Sales Proposals / Presentations
- Hardware Installation / Configuration
- Technology Integration
- Technology Needs Assessment
- Technology Solutions Design
- Project Management
- Contract & SLA Negotiation
- Disaster Recovery
- Capacity Planning
- Emerging Technologies
- Budget Management
- Union Negotiation
- Staff Training Programs

TECHNICAL PROFICIENCIES

Hardware

Cisco routers & switches, firewalls, intrusion detection and protection systems, hubs, CSU/DSUs, IMUX, protocol analyzers (sniffers), PBX cards, PC's & peripherals, video conferencing equipment.

Telecom

WAN/MAN/LAN Network Design, Voice/Video Conferencing, VPN, frame relay, ATM, MPLS, L2TPv3, IP networks, security design, business continuity/DR planning.

Operating Systems & Protocols

Windows, Cisco IOS, DNS A/C/D, UNIX (HP, SCO, Motorola System V), RIP, IGRP, EIGRP, OSPF, MPLS, L2TP, H.320, H.323, IPSec, SIP.

Applications

Cisco ConfigMaker & CLI, Visio, Microsoft Office, PageMaker, Lotus Notes, FrontPage, HP Advance Stack Assistant, Network Associates Sniffer Master, OneView, and Siebel.

PROFESSIONAL EXPERIENCE

AT&T ■ New Jersey

1999 to Present

Global Data Manager - Security & Managed Services, Commercial Markets Division

Oversee project management staff in RFP solutions and data-voice integration projects. Manage a team of network engineers in the installation of Customer Premise Equipment (CPE) and circuits. Lead internal cross-functional teams to design technical aspects of sales proposals, and serve as technical consultant from pre-sales to post sales training. Manage client negotiations, expectations, and development throughout the sales cycle.

- Manage global RFP solutions and data-voice integration projects ranging from small VAR's to multi-million dollar projects for Fortune 100 customers.
- Lead technical team during the sales stage, including telecommunications auditing and consulting, proposal preparation support, technical presentations to customers, and the analysis/design of AT&T's complex products and solutions.
- Oversee training of branch engineers and sales teams, and presentation of technologies to customers.
- Instituted a training program for new sales channel with no previous technical knowledge of AT&T products. Trained 35 new VAR teams and 25 AT&T employees, resulting in jump-off sales results at 100% by the third month.

IEEE ▪ Piscataway, New Jersey

1997 to 1999

Senior Network Administrator

Supervised Network Admin staff in all networking and help desk operations. Managed purchasing, configuration, installation, maintenance, and upgrade of network at six locations. Handled troubleshooting and resolution of LAN/WAN network problems. Supervised and maintained DNS services. Managed projects ranging up to \$1.5M.

- Redesigned corporate LAN/WAN backbone, dramatically improving site-to-site and internal communications:
 - > Spearheaded institute-wide network improvement plan (600 nodes).
 - > Managed \$1.2M project budget, and 10 staff, contractors, and consultants.
 - > Introduced Frame Relay (WAN) and faster, newer switched LAN infrastructure.
 - > Migrated from ThickNet backbone to a redundant path fiber backbone.
 - > Created server farm environment.
 - > Engineered and implemented worldwide, multi-node frame relay network.
- Upgraded antiquated hardware (400 PC's) to improve efficiency and maintain CPE for an additional two years.
- Saved \$30K annually in technical support by developing peer training program for CPE troubleshooting.
- Teamed with Human Resources to design and implement secure HR & payroll server & network infrastructure.
- Designed strategy and implemented video conferencing at three corporate locations.
- Member of Business Continuity Team. Developed network and PC disaster recovery plan.
- Negotiated custom SLA with Sprint at no additional costs following migration from AT&T WorldCom to Sprint.

ROBERTS PHARMACEUTICAL ▪ Eatontown, New Jersey

1995 to 1997

MIS Manager

Managed implementation, maintenance, troubleshooting, and planning of all corporate and subsidiary computing environments, including voice and data telecommunications. Supervised Application Specialists, LAN Administrators, and MIS Assistants. Managed project budgets of up to \$350K.

- Supervised a major upgrade of servers, NOS, workstations, and applications during three-month system overhaul.
- Established training courses and procedures for corporate-wide training on new software.
- Instrumental in the planning, design, and implementation of worldwide corporate standards in computing.
- Pioneered company's first Internet presence and corporate web site.
- Slashed training budget to \$0 by bringing all training in-house through Peer Knowledge Sharing Initiative.

Early Employment:

Information Systems Manager, LARK PHARMACEUTICAL MARKETING, Somerset, New Jersey

1993-1995

Operations Manager, ABACUS ELECTRONICS, South River, New Jersey

1984-1993

EDUCATION / TRAINING / MILITARY

Bachelor of Science in MIS Management (Ongoing)

KENNEDY-WESTERN UNIVERSITY

2001 to Present

Technical Training & Certification:

- Certified Business Continuity Professional (CBCP)/Disaster Recovery Specialist.
- Project Management Professional (PMP) Training.
- Numerous courses and Seminars in Cisco Router Configuration, Internetworking Bridges, Implementing a Secure Network Infrastructure, Integrating Cisco with Firewalls, and UNIX Systems Administration and Shell Programming, Voice Over IP, Testing & Analysis.

Telecommunications Specialist ▪ **US ARMY & NATIONAL GUARD**

1983-1986

- Certified in DITSCAP Process (Dept. of Defense IT Security Certification).
- MILSpec Security at "secret" level.