LeeWare Development Consulting

Professional Services - Project Portfolio

By Lee Evans, Principal Consultant

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Understanding Professional Services

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Understanding Professional Services

1.0 What is Professional Services?

1. Professional services are occupations in the tertiary sector of the economy requiring special training in the arts or sciences. Some professional services require holding professional licenses such as architects, auditors, engineers, doctors and lawyers.

2. Other professional services involve providing specialist business support to businesses of all sizes and in all sectors; this can include tax advice, supporting a company with accounting, IT services or providing management advice.

3. Professional service experience can be gained through field experience using the apprentice, journeyman, master model whereby an apprentice will have less than 5 years of experience, a journey man 5 or more years and a master more than 10 years of experience.

2.0 Professional Service Catalog

I provide Professional services in the following categories.

1. Management Information Systems (MIS)
2. Systems Engineering (SE)
3. Project Management (PM)
4. Vendor Management
5. Advisory Consulting

3.0 What Professional Service Are Right For You?

1. A Management Information Systems Engagement covers the widest scope of work for a business in need for professional services around the Creation and development of foundational system.

2. A Systems Engineering Engagement covers a more narrow focus of work centered around the management, support and transition of existing business systems.

3. A Project Management Engagement covers scenarios whereby the business need support managing projects. The business will typically have vendors and technicians but no management capability to drive the organized coordination and completion of business critical projects.

4. A Vendor Management Engagement covers situations where a business needs a technical expert to review, manage and negotiate technical contracts and services on behalf of the business. This engagement type is appropriate for businesses that don't have the capability internally.

5. Advisory Consulting -- Professional Executive Coaching.

4.0 Composite Projects

1.0 Legal Notice

1. This project portfolio contains a composite of representative projects completed for customers who have engaged the services of LeeWare Development Consulting.

2. LeeWare Development Consulting maintains exclusive supplier agreements to conduct work for stakeholders. Most agreements are for independent consulting, other work is done on a retained basis. I maintain an ongoing relationship with customers as a trusted advisor.

3. LeeWare Development Consulting has a legal obligation to protect the identity of its customers, as well as the legal obligation to not release to anyone information that is proprietary to customer operations. For the purpose of this presentation, the context, scenarios, and solutions are real, but the companies and downstream customers have been fictionalized to protect the integrity and confidentiality of stakeholder operations. The major aim of this work is to present a high-level overview of the work product.

2.0 What is Management Information Systems (MIS)?

1. Management Information System (MIS) is the study of people, technology, organizations, and the relationships among them.[1]

2. MIS professionals help organizations of all sizes realize maximum benefit from investments in personnel, equipment, and business processes. MIS is people-oriented, with an emphasis on service. Although today it is increasingly built on computer hardware, software and networks, it does not necessarily have to be computer-based.

3. In practice, I work with stakeholders to get a clear picture of where the business wants to be, outline a plan for how to get there, and provide the necessary governance and tactical support to reach and maintain the desired business state. I have a demonstrated capacity to do technical work but I am first and foremost a consultant and not a technician.[2] The distinction is critical for avoiding the color blue problem.[3]

3.0 What is the vCIO Technical Management and Services Consultancy?

1. **Resource Mentorship/Augmentation:** LeeWare Development Consulting vCIO can act as an "as-needed" resource to mentor existing internal IT resources. The vCIO can also provide assistance/guidance for areas/times where existing resources have neither skills or availability gaps.

2. **Strategic Guidance/Planning:** LeeWare Development Consulting vCIO will provide a neutral resource to assist in strategic planning and decision making.

3. **Project Ownership:** LeeWare Development vCIO will provide management of IT related projects, focusing on project deliverables and success by "owning" the project and providing a single point of contact and accountability.

On-going Account Reviews: LeeWare Development Consulting prepares and delivers a report on each deliverable, outlining all services performed, current customer business initiatives/projects, timelines/status for existing projects, and recommendations for moving forward.

Industries Served:

- Technology startups
- Managed Service Providers
- Central Station Alarm Security
- Casino Gaming Industry
- Publishing
- Digital Advertising

[1] https://en.wikipedia.org/wiki/Management_information_system
[2] http://www.varjan.com/articles/0912-dec-09-it-consultant-or-computer-technician.shtml
[3] http://www.leeware.com/manifesto/02.html

- Property Management,
- Virtual Organizations
- ISPs
- Accounting
- Medical

Specialties:

- IT Strategy & Architecture Design
- Multi-Site IT Operations
- IT PCI-DSS, UL and FM/Regulatory Compliance
- IT Governance / ITIL
- Risk & Business Impact Assessment
- Business Continuity & Recovery
- Information Security Operations
- Virtualization (VMware)
- IT Project Management
- Startups/Turnarounds
- Vendor Management
- Training / Mentoring

4.0 How Does it work?

1. Getting started is easy. I will provide your business with a three-page-plain-english Master Service Agreement (MSA). This is a balanced agreement. It specifies an hourly service rate and is a cost-reimbursable contract that expires every 90 days. This is a 1099 arrangement.

2. My approach is to learn everything I can about your business and then make recommendations and or advocate on behalf of your business. This includes providing services that are outlined in section 3.0.

3. Save money because you only pay for effective work. For example, a full-time-employ typically puts in 40 hours a week + benefits. A consultant bills for the time spent working on your projects. For example, If a project only requires 2 hours per day over the course of a work week. The business only pays 10 hours. or 1.25 days. To be clear, If a consultant spends an hour per day on the phone talking about issues and clarifying issues, business will be charged 5 hours this is values based pricing. The benefit of this arrangement is the business is under no obligation to commit to a minimum number of hours.

5.0 Engagement Portfolio:

1. This section contains some example of actual consulting engagements..

2. A project day is any billable time spent working towards the completion of a client's business objectives. For example, let's say that I spend 2-hours per day for 5 days working on a project, this will result in 10 billable hours or 1.25 days.

3. Project days are not calendar days.

Table 1.1 Infrastructure Engineering Engagement:

Industry	**High Tech, Startup- Managed Service Provider DaaS/IaaS**
Engagement Type	**vCIO / Technical Management / Infrastructure Engineering**
Project Day Range	1 - 30 days - Discovery Phase
1	Audit and document IT infrastructure spanning three geographically dispersed data centers.
2	Create documentation standards including Visio diagrams of racks, networks, storage, and power layouts. Implemented IP/FQDN services for infrastructure components.
3	Resolve Network Engineering bottlenecks by expanding the VLAN capacity on the Dell PC6248 and M8024-K switch fabric to support multi-tenant virtualized workload mobility.
4	Expand subinterface capacity on NSA series SonicWall for multi-tenant support.
5	Streamline customer SSL Certificate renewal process and handoff task to IT support department.
6	Streamline vSphere vDS portgroup and Folder creation process and handoff to on-boarding engineers.
7	Create a process and Method of Procedure for data center Capacity Expansion.
8	Deploy 1 Dell M1000E Chassis and blade server into the environment.
9	Provide tactical support to resolve standing configuration issues with a previously deployed M1000E and worked with vendor to troubleshoot and resolve 10Gbps network connectivity issues on LAGs.
Results	Documentation accurately reflects system state. Immediate pain-points resolved. Future capacity expansion can be executed correctly.
Project Day Range	31 - 60 days
1	Complete the VMware Certified Training Course Install, configure Manage for vSphere 5.5 to gain competence in the technology.
2	Complete the VCA certification Process.

3	Provide tactical support to resolve networking issues, server integration and data migration issues which could not be resolved by internal staff to get long-standing tickets closed out.
4	Worked with vendor, and several internal departments to streamline the blade server procurement and deployment process.
5	Resolve issues with Infrastructure inconsistency across all data centers. Develop and implement FQDN services for infrastructure components.
Results	Resolved long standing technical issues. Optimized the server deployment and procurement process. Made infrastructure management scalable and reliable.
Project Day Range	61 - 90 days
1	Deploy Microsoft Windows 2008 R2 Backup Domain Controllers Virtual servers to secondary datacenter to increase availability for VDI infrastructure.
2	Install Teradici APEX 2800 PCoIP Adapters in ESXi Servers to enhance VMware View Performance.
3	Update SonicWall NSA E5500 HA pair firmware on data center firewalls.
4	Clean up Address Objects and NAT Policies. Work with the tech support and engineering teams to ensure efficient use of NAT policies.
5	Define, network structures, firewall rules, VLANs, subinterfaces, Address Objects, NAT, and VPN policies to support the integration of customers being moved between data centers.
6	Develop and execute migration plans to facilitate the infrastructure portion of the customer migrations.
Results	Results: Resolved VDI infrastructure availability problems. Enhanced VDI access performance. Resolved and optimized network configuration. Created the foundation to permit the smooth transition of customers between data centers and from vSphere 4.x to vSphere 5.x. Paved the way for the reduction of three data centers to two.
Project Day Range	91 - 120 days
1	Take control of stalled IT project to move 100+ of customers from Google Postini to McAfee Spam filtering service. Work with Engineers, support staff, service coordinators and Excel Micro One-Touch Migration to gather requirements and determine project state. Develop a comprehensive migration plan and drive execution to completion.
2	Gather and collect information from the various datacenter environments in preparation for a Microsoft Software Asset and Management (SAM) Audit. Use the Microsoft Assessment and Planning Toolkit (MAP) to provide the raw data to personnel working to complete the reports.
3	Install and configure SSD drives in 16 ESXi hosts to improve VDI server performance.

4	Evaluate Cisco 2921 Router with GRE tunnels for site-to-site connectivity between data centers to determine why replication traffic was slow. Report root causes to stakeholders and make recommendations on how the problem could be resolved.
Results	Results: Roughly 96% of customer successfully migrated from Postini to Mcafee Spam filtering service prior to the deadline. The requirements were satisfied for all customers roughly 4% required the customers to take action to complete the process. Delivered the required information so that the software audits could be completed by the groups handling the reporting. Improved the I/O performance of the VDI infrastructure by implementing flash based storage.
Project Day Range	121 - 150 days
1	Complete power planning and rack layouts for major capacity expansion. Install 8 Dell M620 blade servers running ESXi 5.1 to a vSphere 5.1 HA/DRS Cluster and connect hosts to vDS.
2	Install 3 x M1000E Chassis. Install 48 Dell M520 blade servers running ESXi 5.1. Connect all servers to NFS storage.
3	Install 2 x ds14mk2 SATA shelves on a NetApp FAS6070 filer.
4	Install a NetApp 2050 Filer head with 14 Fibre Channel ds14mk4 shelves. Connect 10 shelves to existing filer heads. Add new storage locations to vSphere HA/DRS clusters and VDI infrastructure.
5	Create schedules to Storage vMotion objects from SATA to FC based storage to improve I/O performance.
6	Resolve vSphere linked mode configuration issues between the VDI and Server vCenter instances.
7	Install Deploy and handoff the Administration of the VMWare Virtual Data Protect Appliance to support staff for backing up siloed VMs in the VDI infrastructure.
8	Deploy CentOS Linux VMs and install and configure AppNeta Pathview Appliances.
Results	Increased Compute and Storage capacity for new business. Improved performance for production based workloads. Resolved vSphere configuration issues. Added the VMware VDP to replace the VMware VDR. Deploy tools to increase network path performance visibility.
Project Day Range	151 - 180 days
1	Translate Cisco ASA Policies into SonicWall Firewall rules for onboarding engineers.
2	Assist onboarding engineers with loading of large data sets into the environment.
3	Developed and mentored staff on executing these functions.
4	Clean up backend SQL databases and set database retention policies for production vSphere vCenter servers.
5	Recommend an increase in memory resources to improve vCenter availability.

6	Use the VMware Update Manager (VUM) to complete VDI server upgrades from ESXi 5.0 to ESXi 5.1.
7	Developed an Infrastructure Threat Model as a foundation for the creation of a Disaster Recovery Plan.
8	Provided advisory consultancy on options for DR implementation. Make recommendations for reducing oversized VMs to increase operational capacity.
Results	Empowered the onboarding engineers to properly address common technical challenges of their work. Improved the performance and the availability of the vCenter implementation. Improved code consistency for the compute layer. Provide strategic value by making the business aware of its need to address global service risks. Optimize resource utilization.
Project Day Range	181 - 240 days
1	Participate in an global infrastructure strategy meeting.
2	Build out 10Gbit Ethernet Core based on the Dell S4810 Platform. Integrate the Core into the production based switch fabric. Execute several minimally disruptive topology changes. Move management network interfaces to dedicated switching infrastructure.
3	Coordinate with Carrier to connect geographically located data centers via Wide Area Ethernet. Bridge VLAN infrastructure across data centers. Stretched Layer 2 domain.
4	Develop and execute change management plans to prepare the environment for the Integration of iSCSI based storage. These plans include; TCP/IP Address schema, VLAN expansion, vSphere vDS port group expansion, ESXi VMKernel Port allocations, module updates for the VMware Update Manager. Worked with Vendor to install 1 x Nimble CS460 + ES1-H65 shelf. Post production installation included adding a Flash based shelf and an additional ES1-H65 shelf.
5	Develop processes and procedures for the Integration of iSCSI based storage for new systems introduced into the environment.
Results	Built out low latency network core for future capacity expansion. Increased production port count. Bridged Layer 2 network across geographically separated data centers Non-disruptively integrated iSCSi based storage into production environment.
Project Day Range	241 - 300+ days
1	Build and Deploy VMware vSphere 5.5 vCenters, create vSphere 5.5 vDS. Relocate and reinstall ESXi 4.x hosts as ESXi 5.5 hosts.
2	Create HA/DRS clusters. Coordinate and configure network, compute, and storage infrastructure in remote data center to maintain parity with production environment for Disaster recovery.
3	Create LUN masking policies on the remote Nimble Storage array to prevent LUNs from being connected to the production environment located across the

	Wide-Area-Ethernet connection.
4	Execute Network topology changes to switch from a routed architecture to a switched architecture for back-end communications.
5	Recommend business procure the services of a CIO to serve the long-term interests of the organization.
6	Provide orientation and training to the Director of Information Technology and IT staff for forward operations.
7	Provide support for ongoing infrastructure needs. Serve as a license holder to allow the organization to meet VMware VSPP requirements.
Results	Successfully completed objectives outlined as part of the technology roadmap. Created a foundation that will allow the business to meet its near and medium term operational objectives. Provide on-going strategic and tactical support.
Project Day Range	300 - 400+ days
1	Deploy several vSphere 5.5 Clusters for VDI implementations.
2	Provide analysis and support for Nimble / storage related performance problems.
3	Complete Compute and Storage Capacity Expansion. Deploy 3 x M1000E chassis, complete network integration.
4	Work with Nimble SE to cluster Nimble CS700 with CS460. Create procedure for staff to migrate volumes between units.
5	Update vSphere 5.1 environment to vSphere 5.5. Cluster contains 10 hosts over 500 VMs. Completed vCenter, VUM. Provide procedure to internal IT staff for rolling upgrade of cluster hosts.
6	ITSM - create customer portfolios for Business Relationship Management.
7	ITSM - create network diagrams for hosted environments.
8	ITSM - create metrics and KPIs for identifying Break/fix vs. Service requests for the Service Desk.
9	ITSM - Periodic follow up to track progress.
10	Plan and execute a data center consolidation and integration.
11	Plan IP subnet expansion.
12	Plan firewall consolidation.

Table 1.2 Tactical Engagement - Special Services

Industry	**Managed Service Provider - Break/fix / Hosting Colo / Managed Security**
Engagement Type	**vCIO / Technical Accounts Manager / Project Management**
Project Day Range	1 - 100 days - Discovery Phase

1	Observation of internal operation, systems, and processes. Attend strategy and planning meetings. Understand customer history and relationship with the organization.
2	Meet with customer and project stakeholders to understand project scope, timelines, and constraints.
3	Establish working relationships with key members of the customers technical team as well as with people inside the home organization.
4	With all of the players in place, develop, execute, and drive to completion the deliverables to meet the client's timeline. This included directing and personally assisting in some of the technical deliverables. Work to resolve conflict.
5	Provide advisory consultancy to senior management within the home organization. Draft a plan for service improvement.
6	Recommend the organization procure the services of a management consultant for assist in the restructuring.
Results	Successfully delivered technical infrastructure to a client under very challenging circumstances. Developed positive and ongoing relationships with both the client and the home organization. Provided the home organization with a roadmap for restructuring the service organization.

Table 1.3 Tactical Engagement MIS - Retainer

Industry	**Medical Device Monitoring and Diagnostics**
Engagement Type	**vCIO / Technical Management / MIS / IT Specialist / Networking**
Project Day Range	1 - 31 days
1	Engage with company executives to understand the service disposition and technology needs.
2	Serve as a general technical contractor to facilitate the in house implementation of critical business systems that had be outsourced to cloud provider.
3	Provide analysis, recommendations and scripting support to download visible data from cloud provider to on premise systems.
4	Direct, supervise, mentor and support technical client provided technical subcontractors in constitution of in house systems.
5	Develop a plan to support the business through a relocation. Provide tactical support for systems and communications during this period.
6	Establish operational procedures for business systems. Develop and implement a 3-2-1 backup plan for the business. Develop and oversee a sane outsourcing strategy.
7	Virtualize and extend the businesses remote monitoring capability.

Results	Successfully assisted the business with addressing acute technical and operational challenges.

Table 1.4 Engagement Technical Advisor

Industry	**Accounting / Finance / Multi-State CPA practice**
Engagement Type	**vCIO / Technical Advocacy / MIS**
Project Day Range	6 Project days
1	Engage with business owners to evaluate an aging technology infrastructure specifically a underperforming SAN. Make recommendations for addressing performance.
2	Engage with business owners to formulate a plan for closing out an on premises data center, hosting and consulting practice.
3	Complete a high-level discovery exercise and create a description and network diagram of business environment.
4	Complete research and build a business case for moving on premises applications to Office 365.
5	Complete research and build a business case to move on premises production systems to Big Public Clouds (AWS, Azure, Private Cloud Providers)
6	Provide detailed analysis and examples of the Microsoft Azure solution.
7	Provide on-going mentorship, support and advisory services to business and internal IT.
Results	Successfully helped the business evaluate options, understand risks, and outline a vision of the future state of operations.

Table 1.5 Engagement Technical Advisor

Industry	**Managed Service Provider**
Engagement Type	**vCIO / Technical Management / Project Management**
Project Day Range	1 - 100 days
1	Observation of internal operation, systems, and processes. Attend strategy and planning meetings. Understand customer history and relationship with the organization.
2	Meet with customer and project stakeholders to understand project scope, timelines, and constraints. Gather valuable feedback from customer regarding service delivery issues.
3	Investigate and determine the root cause of poor service quality within the service

	organization and make recommendations to the ownership for improvement. Including the reassignment of personnel to more suitable roles.
4	Provide Technical management and guidance to facilitate service delivery and restore customer confidence.
5	Work with client, vendors and customers to create a shared vision and develop a strategy for accomplishing business outcomes. Provide ongoing strategic and tactical support for projects and business initiatives.
6	Provide ongoing management and oversight regarding service delivery.
Results	**Successfully helped the business root out and resolve the root cause of the service delivery problems. Instituted a system of governance. Restored customer confidence in the organization's ability to meet its service needs through transparency and open collaboration.**

5.0 Career Path

1. I studied Management Information Systems (MIS) in high-school. I started my career as a software developer. I developed a line of software applications which I sold through the mail and eventually sold my entire portfolio to an early Internet e-commerce site in exchange for royalty payments.

2. I moved into Technical consulting doing systems engineering, teaching a course in introduction to Microcomputers and Operating Systems. And working with small businesses. I joined a technical consulting company to work on high-profile corporate migrations.

3. I eventually signed on to a project with an ambitious company that was looking to build a service organization for the security industry. I spent 4,096 days helping this company achieve its business goals. Over the course of my career I have worked as Systems Engineer, Enterprise Architect and Consultant for many private sector enterprises.

6.0 Select Experience

IT EXECUTIVE
Enterprise IT, Infrastructure, Operations, Leadership, Security, Applications

Strategic business leader with extensive diverse IT experience building state-of-the-art technology operations for start ups, turnaround and high-growth operations. Talented team builder and mentor who delivers user-friendly technology solutions that achieve/surpass user experience, business and financial goals. Business savvy professional who has saved hundreds of thousands of dollars in technology costs through strategic partnerships, collaboration and technical innovation. Systems thinker and trusted advisor to senior executives. 15 years in a leadership capacity. Exceptional skills in IT strategy, network and data infrastructure services, ISPs and telecommunications, operations management, enterprise architecture, vendor management, organizational development, project management, change management, 24x7x365 continuous operations, tier-4 data center infrastructure management, security, customer service, and organization transformation.

Specialties: Exceptional skills in IT strategy, infrastructure services, telecommunications, operations management, enterprise architecture, vendor management, project management, change management, security and organization transformation.

CORE COMPETENCIES

- Leadership & Talent
- Management Systems-Thinker
- Strategic IT Planning
- Methodical Problem Solver
- Diagnostic Reasoning
- Critical Thinker (INTJ)
- Vendor Management
- Emerging Technologies Budgeting & Cost Containment
- Security and Disaster Planning
- IT and Business Operations
- Professional Service Consulting

PROFESSIONAL EXPERIENCE

LeeWare Development Consulting, SP
1988 - Present, Greater Chicagoland, Privately held, Technical Management and Services Consultancy
Principal IT Consultant - Subject Matter Expert

I offer a Virtual Chief Information Officer (vCIO) service to a portfolio of anchor clients[4] which are referred to me through my professional network. My clients are MSP-type consulting firms and VC backed technology organizations. I provide a diverse array of professional services ranging from infrastructure engineering consulting (40%). IT Project management (40%). Advisory consulting (10%). Tactical support (10%). I work as a subject matter expert to provide direction and coaching by managing activities to achieve results through others. I provide hands-on support for infrastructure engineering projects.

EMERgency 24 Inc.
Nationwide multi-state, multi-site, ISP and security firm. 100-200 employees.
Reports to Vice President of Technical Operations and SVP of business Operations

1999-2013 Senior Systems Engineer (Enterprise Architecture)
1997-1999 Enterprise Infrastructure Manager (Systems Engineering)
1996-1997 Network Manager / PBX Tech (Systems Integration)

Hands on systems manager for a 24x7x365 tier 4, real-time computing environment that processes property and life-safety data for a 911 Service. Monitoring over 15,000+ panels nation-wide. 99.999% reliability. Central Technical manager for multiple branch offices located around the country.

- Established the strategic direction for the application of new technologies designed to keep the business technically competitive in an ever changing technological and business climate. Worked with senior level executives, department heads and branch managers on developing and managing projects to improve service delivery and efficiency.

- Managed multiple multi-million dollar, multi-year IT projects, initiatives and life-cycle-evolution to ensure business IT alignment. Managed the day-to-day operations of the IT organization. Planned and executed Corporate HQ relocation, new data center build out and several new call centers and disaster recovery sites. Aligned IT operations for regulatory compliance: UL 1981, 827, FM 3011 and PCI-DSS. IT Project manager completed 4000+ IT projects during the course of my tenure.

[4] Ongoing relationship with client for which there is a steady flow of projects and income.

- Transformed data center and IT operations, developed and implemented an enterprise-level plan to replace and enhance IT systems. Implemented monitoring systems to ensure compliance of service level agreements to customers and developed security protocols and technologies to guarantee data and system integrity of services across the enterprise to address internet security threats. Managed the activities and served as mentor to a small team (15) of highly competent multi-disciplined systems engineers and software developers charged with developing Enterprise software for business use.

Founder LeeWare Development UVM - Commodity Hosting
2003 - 2007, Registered Remote Computing Facility Operator and Telecommunications provider.

Funded, engineered and operated QEMU/XEN based Virtual Machine Hosting service. Provided self-managed VMs to a variety of internet users, entrepreneurs and companies. Pivot up the value chain.

Founder LeeWare Development IaaS - Commodity Hosting
2005 - 2012, Registered Remote Computing Facility Operator and Telecommunications provider.

Funded, engineered and operated Linux Dedicated Hosting Service. Provided self-managed Linux based dedicated servers to a variety of internet users, entrepreneurs and companies. Closed business in response to the increased adoption and competitiveness of cloud computing.

MicroAge Inc.
~ 1995, The IT Solution Experts, Chicago Area.
Network & Systems Engineer / Chicago Project Team

- Worked with an impressive group of engineers on high-profile projects in the Chicagoland area. Corporate HQ relocation, network and systems upgrades. Chicago project team member for the relocation of True Value company HQ relocation and IT Systems overhaul. Novell 3.x to Novell 4.x, Token Ring, FDDI, Ethernet, Windows For Workgroups 3.11, IBM 3270 terminals, printers and the deployment of 500 new PCs and telecommunication services.

PROFESSIONAL CREDENTIALS

Management:

- Managing Employees Performance, MW Associates (People Management) - 1994
- Quality Work Group, Proudfoot, Crosby PLC (Management Consulting) 1993

Professional:

- Illinois Permanent Employee Registration Card # 129191364
- Passed State and Federal Background Checks
- Professional Errors & Omissions Policy Coverage
- ITIL v3 Foundation # 229637738
- CompTIA Project+ (PMBOK) # COMP001020888431

Information Technology:

- VMware Certified Associate - Data Center Virtualization # 00365956
- VMware Certified Professional 5 - Data Center Virtualization # 00365956
- Cisco ARC, Network and Internet Engineering, GK,
- Microsoft Certified Systems Engineer + Internet (MCSE+I) # 1253449 1999

EDUCATION

Masters level in field competence. I started my career out of high-school and I have 28 years of practical industry experience in MIS. I have held a variety of positions in engineering and technical management and have won awards for outstanding achievement. All of these accomplishments are directly attributed to my industry knowledge and professional development. In addition, I have owned and operated several technology related businesses over the course of my career. Therefore, I have proven real world experience supplemented by professional development.

PRACTICAL KNOWLEDGE

- **Networking:** LAN/WAN Design, Ethernet GigE, FE, Cisco T3/E3, T-1, Opt-E-MAN
- **Routers:** Cisco 3745, 3660, 3620, 1841, 2500
- **Network Switches:** Cisco 3750, 2980G, HP 4000M, 2708, 2610 Dell PowerConnect 5448, 6448, 8024k, Force 10, Netgear GSM, and FST Series
- **VPN Devices:** Adtran, Netvanta 2100, SonicWall TZ Series
- **Firewalls:** SonicWall E5500, 4100, 3050, 2040, Fortigate 1000D, 100D
- **Load Balancers:** Coyote Point E350GX
- **CSU/DSU:** Larscom Orion 4500, Access-T45
- **Routing Protocols:** BGP4, TCP/IP

- **Traffic Filtering:** ACLs
- **Implementation of:** DHCP, DNS, WINS, FTP, MRTG
- **Networking Tools:** Observer 11x, WhatsUp Gold, Wireshark, Bandwidthd, Darkstats, OpenNMS, Request Tracker, Autotask
- **FIM Tool:** Tripwire Enterprise
- **Cabling Experience:** Punch Blocks, Patch Panels, Telco, Digital & Analog, Fiber MM/SM, Coax, Toners, Testers, and Tracers. Termination and Cross Connects. T568A/B
- **Server Hardware:** Dell M1000E, M620/520,HP DL360, DL380 Series G3-G7
- **PC Hardware:** Lenovo 8080, 8181, XW4000, 5000, Blackbox PC Assembly.
- **Network Operating Systems:** Windows 2012, 2008, 2003, 2000, and NT.
- **Client OS:** Windows 10, 8, 7, XP
- **Linux Operating Systems:** CentOS, Ubuntu, Debian, SuSe
- **Virtualization:** VMware vSphere, 6.0, 5.5, 5.1, 4.1, XenServer, Hyper-v
- **SANS:** Nimble CS 260, 460, 700 and AF 7000 + Shelves, NetApp FAS 3020, 2050, 6070 + FC shelves and SATA shelves.
- **Methodologies:** PDCA, SDLC and Waterfall, TQM, ZD.

7.0 Conclusion

1. I have done lots of great work during my career and helped many businesses reach their goals and achieve success.

2. I continue in my mission to help businesses win.

3. I am always interested in learning and working on new and interesting projects. Contact me today!

Lee Evans, MIS/SE LeeWare Development Consulting
Email:lee@leeware.com