

Richard T. Robino

Objective

Operations Manager or Senior Systems Administrator

To provide expertise, vision, and management skills toward the strategic technical development of a large-scale Internet systems group.

Professional Experience

Wave Division Consulting, Portland, OR

May1999-Present

Internet Systems Architect, Solaris Software Developer

Provides Internet Professional Services as a contractor, sub-contractor, and consultant. Responsibilities include Management Consulting, R&D, Planning, Systems Programming.

Achievements *(abbreviated to conserve space)*

- Implemented a 95% effective anti-spam and anti-virus SMTP content filtering system based on open source tools handling peak loads of 50,000 messages.
- Various application-server projects, including a JBoss/PostgreSQL redesign of a Baldrige-award winning educational model for Chugach School District in Alaska.
- Assessed system fitness for the Internet management staff at Colt Telecom of Frankfurt, Germany. All POPs were examined for system implementation of standard Internet protocols, Security, capacity and efficiency.
- Designed a state-of-the-art and functional prototype for load-balanced and replicated fault-tolerant Internet servers using wide-area SANs as Senior Internet Architect for NetGranite, Inc.
- Interim VP of Interactive for a small Portland based media company providing solutions to the problem of cross-industry Internet-based direct Travel booking.
- Principal Systems Architect for the design of iChristian.com, a large religious e-commerce portal. Time to market (design to launch) was less than 90 days.
- Contracted by PWI for help in various projects, including redesign of Fujitsu's HAL microprocessor data facilities.

GST Whole Earth Networks, Portland, OR

Feb1997-May 1999

Senior Manager of Internet Operations

Supervised over 15 systems engineers, operators and programmers in four West Coast regions to develop and maintain an access-based Internet Services network with over 30,000 users. Responsible for the design and productivity of the wide-area system infrastructure for all regions. Achieved project goals under budget and on time, while helping to guide product development from beginning to end. Performed annual capital and operating expense planning, staffing analysis, systems engineering, specified hardware and software. Homogenized systems and procedures. Supported sales engineers in the field as well as large ISP customers directly.

Achievements while at GST Whole Earth Networks listed on next page.

Achievements

- Increased service uptime from under 90% to 99.9% within first six months as a Senior System Administrator in 1997, and brought faltered Point of Presence deployment in under deadlines within first month of promotion.
- As Senior Manager of Internet Operations I increased potential user capacity for system footprint from 30,000 to over 100,000 users in a model where the system was administered by a small yet widely distributed virtual team. Capital expenses were recovered in less than three months using existing customer base (one-third of planned capacity), and yielded a homogenous, DC-powered, NEBS-3 compliant infrastructure.
- Developed effective incident reporting and service order processes for Internet services, Operations and Engineering. Advised Electronic Commerce technical implementation development for the EDI integration team.
- Prototyped and added technical sanity to product development of Internet Service and IP Transport products, as well as internal workflow for orders and emergencies procedures.
- Transformed Frame-Relay service activation from a paper to an electronic process in three months as order volume rose by more than 300%.
- On my watch, GST earned a 13th place ranking in PC World Online/CNN's top twenty Best National Internet Service Providers, above AOL and MSN (February 1999).

Synergy Communications, Omaha, NE

April 1996-Feb 1997

Manager of Technical Support, UNIX Systems Administrator

Assisted, managed, trained and staffed technical support department as well as administered Internet systems for the most well-connected ISP in the entire state of Nebraska, peering with MCI in Kansas City, CIX West and MAE East. Shared responsibility for all operations including telecom equipment and lines, computers, routers and CSU/DSU's. Managed a collection of Sun Netra and SPARC Stations, an SGI mini-computer, and PC-based UNIX machines. Installed and maintained CPE, supported sales department on-site. Performed Internet seminars to non-profit organizations.

Achievements

- Chaired Operations team that coordinated sales, web-development, billing and engineering departments to develop operational policy. Staff numbers were kept small while providing best-of-breed service to a large market.
- Helped secure several Fortune 100 clients by providing direct, on-site service.

University of Nebraska at Omaha, Omaha, NE

Sep 1991-Dec 1995

Geology Undergraduate

Assisted in Unix GIS lab management, software development for special projects, tutoring University staff in Internet applications. Used Internet for researcher collaboration.

Achievements

- Developed computer models and database of sedimentary characteristics for an urban seismologic survey of earthquake risk assessment for Omaha, NE.

Highlights of Qualifications

- Proven success in Management of technical teams and projects
- Excellent communication and presentation skills
- Strong practical foundation in developing large-scale, wide-area Internet systems and PSTN data networks
- Seasoned technical experience:
 - Over 7 years Professional experience in large-scale Internet service
 - Established member of Internet culture since 1991
- Expert at implementing and managing many Internet server Applications
- Expert in automating system and network administration tasks
- Hands-on experience with popular Layer 1 –7 gear and protocols
- Training from Nortel, Cisco, 3Com, Sun; IEEE Associate

Technical Skills Summary

- Policy and SLA development, matching and implementation
- Secure border networks
- Disaster Avoidance and Recovery
- Channelized T1/E1, ISDN (BRI and PRI) facilities, including punch-down
- CSU/DSU, Cisco routers and Ethernet switches, frame switch connections
- Modem concentrators (US Robotics, Nortel, Lucent/Livingston/Ascend, Cisco)
- POSIX/UNIX Operating Environments (Solaris, BSD, Linux, Irix, NT)
- Mid-tier application servers (Zope, Jboss, ATG Dynamo, Orion, BroadVision)
- SMTP servers: Sendmail, Stalker CGate Pro, iPlanet/Netscape Messenger
- IMAP servers (U of Washington, Sun Microsystems, Stalker Software)
- POP servers (popa3d, Stalker, Qualcomm, Cubic Circle, Sun Microsystems, and UW)
- HTTP+SSL servers (Apache, Zeus, iPlanet/Netscape, Entrust, OpenSSL)
- Hardware and software crypto for VPNs and personal privacy/identification
- NNTP servers (INN v1.4.1-2.x, INNfeed, Diablo, Cyclone, Typhoon, DNews)
- DNS servers (BIND 4.8.3-4.9.6, 8.x, 9.x); ARIN/ICANN accounting and mgmt.
- AAA/Billing (VASCO, Livingston, Steel-Belted, Radiator, freeradius)
- E-Commerce servers (Open Market, Cybercash, BroadVision, ATG Dynamo)
- Network security software (NFR, TripWire, JASS, SATAN, Ballista, ISS, Nessus)
- Network Monitoring servers (HP OpenView, SunNet Manager, NOCOL/SNIPS)
- Network Computer servers for Profile 1 NCs (NCI, JavaStation)
- Network backup servers (Veritas, Legato, Amanda, ufsdump)
- Streaming Multimedia Servers (Real Audio/Video, RealMedia - v3.0-5.x)
- Bourne and Korn shell ('88 & '93), Python, SQL, CGI programming
- Solaris/SPARC performance optimization, automatic system configuration
- Resource Management for Sun systems, Ethernet and layer 4-7 switches
- C hacking, makefile programming and version control (SCCS, RCS, CVS)
- HTML/XHTML/XML, troff, nroff, LaTeX formatting
- Security system automation for prevention and intrusion detection
- Workstation, server and mass-storage hardware repair and maintenance

Training and References available upon request and at <http://www.wavedivision.com/rrobino/>