

# Bob Hayes

## Technical Architect

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A skilled and experienced professional technologist with a proven track record in Technical Architecture, Security, System and Network Design and Administration.

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### Qualification Summary

- Several years Technical Architecture experience with eCommerce companies.
  - Over 17 years working in design, analysis, security, network and system administration covering a wide range of systems such as Sun Solaris, Linux, Cisco, F5, BSD, NT, IBM, DEC and ATT.
  - Excellent troubleshooting and problem solving skills.
  - Experienced with working with and management of teams, clients and vendors.
  - Highly skilled in developing strategic plans for secure and robust, scalable infrastructures, with Hands-On abilities.
  - Very adept at utilizing and integrating best practices and leading edge technologies while being aware of business requirements.
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### Professional Experience

**FiberCloud DataCenter**, Bellingham, Wa.      12/2002 – current

*Network Architect – involving all aspects of care and feeding of a 24x7 Class 1 multi-homed datacenter.*

Successfully designed and developed a Secure Operations Network for colocation data center. Added immediate Secure web management access to features and tools including IDS and alerting/reporting tools, traffic monitoring and analysis tools.

Increased usability and reduced ongoing costs with OpenSource solutions replacing legacy proprietary solutions.

Developed and deployed secure Web based tools for daily management and business information use. This allowed secure remote management and access to processes and data, eliminating requirement to be on site to be productive.

Developed and deployed WIKI servers allowing document coordination and experience sharing among employees.

Designed and implemented redundant email servers and request tracking systems which allowed reporting by customer, tracking and resolution of client service requests with billing priorities.

Added, upgraded and enhanced applications such as DNS, bandwidth reporting and billing DBs and email.

Installed and ported many of above web based management and business applications to a second datacenter in another city.

Add to revenue with abilities to provide billable hours for managed--service client requests, running the gamut from server configurations, firewall, router and load balancing configurations to in depth support for multi-tier application service provider customers.

After 3 months on site, successfully responsible for running datacenter while manager was away for 3 weeks. Included successful training and management of newly hired Office Assistant and a Network Architect. Previously involved in qualification, interview and selection of above candidates.

**First to File, Inc.** Menlo Park, CA. and Seattle, WA 3/2001 - 8/2002  
*Security, Systems and Network Administrator*

Designed and installed secure corporate, production, testing and development infrastructure, with redundant load balanced fail-over hardware for high availability ASP production co-location. Equipment included Sun Solaris servers, Cisco routers, switches, and PIX firewalls, F5 load balancers, console management devices and various Linux servers. The design securely links four sites in Washington and California. Responsible for 24x7 operations utilizing a small team.

Coordinated security audit and remediation for highly sensitive information processing.

Developed strategic plans for operations, scaling, processes, and disaster recovery.

Planned and implemented data center move from California to Washington.

Planned, negotiated, implemented backup co-location facility installation as part of business continuity planning.

**Info-Space, Inc.** (acquired Go2Net, inc 11/2000 ) Bellevue, WA 6/2000 - 3/2001  
*Technical Architect* - Enterprise Infrastructure and Security group

Performed security assessment of existing and proposed infrastructure and properties, coordinated remediation and design, to ensure robust secure functioning of property applications.

Established models and specifications for release management and change-control processes and procedures.

Worked with business development to assess impact of product applications on security and infrastructure, coordinating the needs of the security, operations and business groups, resulting in more efficient and secure use of resources.

Coordinated performance and alert monitoring for production portal sites with hundreds of servers and millions of hits daily, using tools like Keynote, Gomez, Netsaint, and Sitescope. Published daily web reports for business use and performed analysis of impacts of external outages.

- 6/2000

*Network Analyst*

Member of state wide Technical Internet Working Group to facilitate development and deployment of Washington' s K-12 data and video network. Developed working papers for policies for DNS, security, usage, ARIN IP accounting, and promotion of OpenSource software.

State regional contact for installation and support issues for over 35 school districts. Provided data and video problem determination and point of escalation to State engineering group.

Managed installation and support for networking at many district sites, as well as technical designs.

Developed and managed DNS, routing, VoIP, Email services for Educational Service District.

Developed CD ' shrink-wrapped' installation suites to install OpenSource Email, Web Proxy, DNS and Monitoring Services for district use.

**Western Washington University** Bellingham, WA

1987-1999

*Computer Maintenance Technician* - Computer Science Department

- Established and maintained all aspects of computing support for the Computer Science Department.
- Included all systems, networking, security, faculty and graduate research support for Department.
- Involved 60 Unix servers and workstations, as well as 40 NT and Netware boxes.
- Responsible for routing, DNS, Email, as well as special computing machinery.
- Basically the entire gamut of design, prototyping, circuit board production, deployment and support of electronic and computing platforms.
- Full support of user accounts, development of machine configurations, maintenance and upgrades, including building new labs.
- Responsible for training and managing student employees.

## **Additional Technical Employment Experience**

**Embedded Hardware and Technical Contractor**

1979 - 2003

- Designed and deployed virtual servers with load balancing on Linux ( LVS ) for hosting sites.
- Designed multi-tier architectures, including server farms and DB backends. (2003)
- Designed and installed DNS, application server farms on Linux platforms. (2003)
- Consultant for business plans for eCommerce clients. (2002–2003 )
- Developed and produced remote LORAN displays for fishing industry use.
- Prototype development for PROM programmers, sensors and dedicated controllers.
- Developed software that replaced dedicated process controller programmer devices in pulp and paper

industry.

## Experience Areas

*Software:* Bea Weblogic, Apache, MySQL, Oracle, Unix, C, scripting, intrusion detection, OpenSource software.

*Hardware:* Sun, DEC, ATT, PC' s, F5, NetAppliance, Cisco, Nortel, Routers, switches, IP telephony, Pix firewalls, Cat 5, fiber, serial, modems, component level troubleshooting.

*Systems:* Unix, Solaris, BSD' s, ATT Sys III, SyS V, Cisco, F5, NT, Windows 95, 2K.

*Protocols:* Working knowledge of many protocols: TCP, IP, IPX, SMB, VPNS, VLANS, RIP, GATED, OSPF, BGP, DVMRP, MBONE , H323, VoIP, ISDN.

## Ongoing Education

Many seminars, IBM, NetAPP, Cisco, Sun Microsystems - through 2003

Nortel router configuration 2000 (certificate)

NT server administration 1998 (certificate)

Monitor troubleshooting 1998 (certificate)

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