Jeff Nieusma

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Background Summary

Senior support professional and technical trainer with extensive experience in storage, professional services, enterprise infrastructure engineering, operations, test, and security. Proven record of high-quality, low-downtime operations in heterogeneous, cross-functional environments. Hands-on team player focused on customer satisfaction and positive working relationships.

Program Management	Staffing, multi-million dollar budgeting, matrix management, customer service and support, "hot" customer management, vendor contract negotiations, project management, capacity planning, ISO 9001, facilities management, lab management, network operations center
Application Software	Agile, AutoCAD, BEA Weblogic, BEA Portal, Clearcase, Computer Associates, CVS, Foundry Iron View, Frame Maker, HP Openview, JBoss, Legato Networker, MS Office, MS Project, MS SQL Server, MySQL, Oracle database, Oracle Applications, ERP, CRM, Perforce, Star Office, Sun Net Manager, TSM, Veritas Netbackup, Virtual Box
Technical	UNIX, Linux, Windows, OS X, Solaris, AIX, HP-UX, network engineering, security, ZFS, SAN and NAS storage, Engeio/LSI/StorageTek SAN products, FC, iSCSI, NFS, CIFS, ZFS, FTP, SMTP, lights-out data center operations, corporate intranets, extranets, VPN, VoIP, Internet firewalls, test automation, scripting, structured software design and development, technical training

Professional Experience

Oracle / Sun Microsystems, Broomfield, CO   *Senior Principal Engineer,* 2006 – Preset
- Provide training and mentoring to the global teams supporting the ZFS Storage Appliance product doing unified storage via most known media.
- Critical situation management for hot issues and hot customers.
- Write knowledge and procedures for global support organization and automation.
- Highest level of support escalation for all backline engineers world wide.
- Work with engineering on critical bugs and serviceability issues.

Sun Microsystems / Storage Technology, Louisville, CO   *Sr Tier 3 Technical Support Engineer,* 2004 – 2006
- Senior member of the customer support team providing 7x24 support for Engenio (LSI) and StorageTek disk subsystems connecting through storage area networks to various open systems platforms.
- Highest level of support escalation for all backline engineers world wide.
- Create and present documentation and training for customers, field employees, and support personnel
- Interface with engineering to ensure smooth release and upgrade procedures for storage systems

Pillar Data Systems, Longmont, CO and San Jose, CA   *Director of IT,* 2003 – 2004
"Startup" company developing enterprise storage solutions for the NAS and SAN environments.
- Designed, budgeted, engineered, and implemented an enterprise class network and server infrastructure that provided 99.99% uptime in two locations within the first four months of employment.
- Implemented and supported twelve engineering and manufacturing labs including concept development, network design, server configuration, and test automation.
- Evaluated, designed, and implemented Voice over IP (VoIP) at corporate headquarters.
- Budgeted and staffed the IT department with employees and contractors functioning as security engineers, network engineers, UNIX system administrators, windows administrators, web and portal programmers, oracle database administrators, and oracle applications specialists. Responsible for both strategic and tactical directions and operations.
- Successfully established a contract manufacturing line in Singapore including remote networking, automated test and QA processes, and secure real-time communication with the host facility database.

First Link Technology, Denver, CO   *CTO and VP of Operations*, 2001 – 2003
A privately held, medium sized ISP and technical consulting company servicing clients in Colorado.
- Successfully built a redundant network infrastructure to provide bandwidth and hosting services.
- Created a network operations and customer service group which provided 7x24 technical support and guaranteed a 99.9% SLA to customers.
- Reduced technical support response time from two hours to thirty minutes during business hours and from eight hours to one hour during off hours.
- Saved $200K in a year by building a completely lights-out data center for remote manageability and quicker problem resolution by on-call staff members instead of doubling the tech support staff.

First Link Consulting, Boulder, CO   *Senior Consultant,* 1994 – 2001
Owner of company providing consulting and contracting for IT tasks, project management, network security, customer service, test engineering and automation, software development and technical training to a wide range of clients.
- Functioned as lead security engineer for a startup storage solution provider to add enterprise security into a production network that had been implemented without any provision for security.
- Designed, configured, and installed numerous corporate firewalls, e-mail servers, DNS systems, file servers, active directory conversions, and other "generic" IT tasks.
- Designed and implemented several large, high availability (99.99%) systems for Internet sites including load balancers, redundant web and application servers, and hot standby database servers.
- Completely re-engineered and implemented the production network of a major restaurant chain, without down time, with a $200K savings on the original budget.
- Developed and taught countless classes in security, UNIX, Microsoft windows, and TCP/IP network engineering.

CIESIN, Saginaw, MI   *Director of Operations*, 1993 – 1994
The Consortium for International Earth Science and Information Network was federally funded to provide access to and enhance the use of information worldwide.
- Promoted after seven weeks as a technical manager to supervise technical managers and staff responsible for special project activities and day-to-day operational aspects of a 7x24 distributed computing facility, and satellite offices, providing 99.9% uptime SLA to customers.

Storage Technology, Louisville, CO and Longmont, CO   *Network Manager,* 1992 – 1993
Team lead supporting over six hundred engineers in a heterogeneous CASE environment requiring 7x24 support. Responsible for budgeting, hardware and software specification, vendor contract negotiation, purchasing, hardware and software maintenance, training and personnel issues.
- Saved $250K in first year budget and decreased network downtime by a factor of ten.

University of Michigan and University of Colorado,   *Senior System Administrator/Programmer,* 1986 – 1992
Responsible for hardware and software support for extensive heterogeneous network of more than a dozen subnets with over 200 Suns, DECs, and IBMs.
- Orchestrated numerous global changes to streamline network operations and significantly reduce downtime.
- Taught undergraduate courses in UNIX and C programming.
- Primary author of the 1991 re-write of sudo, the popular UNIX security tool.
- Functioned as Hostmaster and Postmaster for Internet e-mail, and the resident Sun expert.
- Developed and taught EECS 498, a course in UNIX system administration for large heterogeneous networks, to University faculty, staff and students.

Education and Certifications (active and/or lapsed)
Certified Information Systems Security Professional (CISSP)
SANS GIAC Intrusion Analyst
Cisco Certified Network Associate (CCNA)
Microsoft Certified Systems Engineer (MCSE)
Fire Service, EMT, and CPR Instructor
Wildland Firefighter, Hazardous Materials Operations
Bachelor of Science in Computer Engineering, University of Michigan, Ann Arbor