

American author H. Jackson Brown, Jr. once wrote: *I never expect to lose. Even when I'm the underdog, I still prepare a victory speech.*

It is with this vision that I desire to entrust my years of proven Technology, Business Development and Entrepreneurial skills to our mutual benefit. Highlights are provided in a variety of areas, including: Business Start-up; Internet, Interactive & Social Media; Product Evangelism; Information Security Standards Implementation and Compliance; Network & Systems Design; Architecture, Implementation & Management; and Customer Service Management.

I offer this letter and enclosed resume confident that with solution-focused leadership, combined with a resourceful entrepreneurial perspective, I will provide superior developmental and technical expertise to your organization.

I can assure you increased productivity and improved profit by implementing dynamic and motivating leadership techniques. As my prior achievements reflect, I have significant expertise in Relationship Building, Project Management, Training and Development.

Having directed several highly successful technical & Internet media business enterprises, I know the value of applying "the human element" when building synergy among colleagues while remaining focused on the overall company purpose.

Effectively communicating the company agenda and developing a strategic plan to measure and meet goals to fulfill that agenda are skills that I have enthusiastically cultivated and hope to diligently apply within the greater vision of your organization.

There is considerably more to relate, and I look forward to meeting with you as the first step towards a mutually beneficial outcome.

Sincerely,

Erik C. Boles

Erik C. Boles

7786 Mountain Laurel Drive
Colorado Springs, Colorado
719.306.2442
erik@erikboles.com

Systems & Network Engineering / Security Professional
With a strong background in Web Technologies

A result-oriented System, Network, Internet & Security Professional with high standards for responsibility, vertical growth and a strong record of success. Proven strengths in business growth plan development & execution, system & network plan development, architecture and deployment, and customer service resulting in increases in market share, total revenues, and profit. A dynamic leader with a passion for the internet, social media, product evangelism, innovation and the ability to effect positive and critical change requiring creativity using team building, leadership and motivation skills.

Core Competencies

Administrative

Results Driven Leadership
Creative Problem Solving
Multi-Project Coordination
Web Presence Implementation
Brand Marketing/Evangelism

Technical

Process Validation
Assessment/Design/Implementation
System & Network Architecture &
Engineering
Root Cause Analysis

Security Compliance

ISO-17799
Sarbanes-Oxley & HIPAA
PCI Compliance
Policy Development, Audit &
Training

Technical Proficiencies

Cisco, Enterasys, Extreme & Foundry Multi-Layer Switching, LAN & WAN Routing; Cisco Pix & ASA, Juniper/Netscreen, Watchguard, Snort and Microsoft ISA Firewalling, IDS, IPS & NAC; Nagios, Zenoss & OpenNMS Network Monitoring; Ethereal; Nmap; Nessus; GFILanguard; Symantec Corporate Antivirus & Mobile Security Suite; Trend Micro Antivirus for Exchange; Trend RBL; ProofPoint; MessageLabs; Spam Assassin; Covergence SIP Gateway; Nortel Meridian analog, digital and VoIP telephony; Microsoft Windows Server 2003; Microsoft Active Directory; Microsoft Exchange; Microsoft Live Communications Server 2003 & Office Communications Server 2007; Microsoft Clustering; Microsoft SMS; Microsoft MOM; Microsoft WSUS; Microsoft IAS; OS X Server; Apple XRAID; Linux; Solaris; Sun Microsystems Servers and Arrays; IBM Lotus Notes and DominoBlackberry Enterprise Server; Citrix; F5; EMC SAN; ADIC; Veritas Volume Manager for Solaris; Veritas Backup; NetVault; Retrospect.

Google Search Appliance; Google Geospatial products; Google Syndication; Google AdSense & AdWords; Google Analytics; Google WebSide Story; Omniture SiteCatalyst; Nielsen Netratings; WebTrends Analytics; Webtrends WebPosition; Search Engine Optimization (SEO); Search Engine Marketing (SEM); 24-7 Real Media Open AdStream; iPix; CareerBuilder Affiliate; Monster Affiliate; Gabriels Technology Hosted Solutions; SilverStream (and other) Content Management System (CMS); Content Delivery Network (CDN); CarCast; Zip2; CareerCast; AccuWeather; YourHub.com; RealCities; Apache; Microsoft IIS; Tomcat; MySQL Server; PHP Server; PHP; MySQL; Ruby; AJAX; Flash; XML; XSL; RSS.

Career Highlights

- Founded and quickly grew the largest privately owned Internet web hosting, web application development, Internet Strategy, access & Information Technology Security Company in Southern Colorado.
- Created and implemented the reseller agreement business plan and supporting methodology for the Colorado Springs Sprint Broadband Wireless business unit resulting in an immediate increase in product visibility and revenue generation.
- Created the strategic interactive business plan for Fischer & Wieser Specialty Foods (jelly.com) and led the development of the interactive strategy for the corporation.
- Led a team that developed Southern Colorado's largest interactive news and community portal and associated employment, auto and real estate verticals, with custom written robust Content Management System (CMS) for end-user administration.
- Led a team that developed a robust online interactive Real Estate portal that was used by 4 major newspapers nationwide.
- As part of a 4 person leadership team, developed and implemented a sales, marketing, technical evolution and evangelism plan for developing interactive audience on Southern Colorado largest interactive news and community portals and associated employment, auto and real estate verticals and then worked hand-in-hand with Sales Executives teaching them how to sell into that audience. Plan included full site analytics and global taxonomy to prove real-world returns to the customers resulting in an immediate and long term increase in both revenue and market share.
- Penetrated new markets by implementation of contracts with Industry leaders such as Google, Yahoo, CarCast, Zip2, CareerCast, WorkAvenue, USA.net, AccuWeather, YourHub.com, RealCities. local television and radio stations, Extreme Networks, F5, Sun Microsystems and numerous others.
- Conceptualized, developed and implemented a multi-tier Technology staff architecture including full front-line 24x7 Help Desk for 500 client, 700+ node network, systems and application environment resulting in decreased downtime and increased productivity for the business unit.
- Conceptualized, developed, implemented and coordinated an entire systems and network migration from a flat Enterasys and NT 4.0, all-users-as-administrators environment to a secure, Server 2003 Active Directory and Exchange, Sun, OS X Server, EMC and Cisco 802.1x wired and wireless environment with limited authenticated access to new segmented Storage Area Networks (SAN), network/Internet resources and other nationwide corporate business units in a zero downtime environment.
- Working with fellow architects and engineers implemented, managed and continually evolved a custom front-end SPAM protection application for the 11th largest newspaper company in the world.
- Working as part of a team, engineered, implemented and maintained a large network of Netscreen, PIX and ASA firewalls in a zero downtime environment for over 70 geographically diverse locations.
- Working with Human Resources and Executive Leadership, developed Standard Operating Procedures and supporting policies to begin the process of making the business unit Sarbanes-Oxley and ISO-17799 compliant.
- Working directly with mobile security industry pioneers such as Ollie Whitehouse and Dennis Komisky, Architected, Engineered and led the development of a highly customized and secure Windows Mobile 5 and 6 Exchange ActiveSync environment using the first release of Symantec Mobile Security Suite 5 for the largest Wireless and Tier I data carrier in the world.

Highlights of Employment

VERIZON BUSINESS – COMMUNICATIONS & SECURITY ENGINEERING

2007-Present

Systems Architect & Sr. Engineer

Actively lead a team of Engineers & Developers in the continual evolution of a highly customized and secure deployment of Exchange ActiveSync and Symantec Mobile Security Suite 5. As one of the first Beta and production enterprises to use this new Symantec product, I work closely with mobile security industry pioneers such as Ollie Whitehouse and Dennis Komisky, in addition to our internal team of Engineers, Developers and Executive Management, to extend email and mobile applications to the mobile workforce of the worlds largest wireless and Tier I data provider. Scope includes architecture, engineer and continual hands-on work not only with the core product but with network routing and firewalling as well including Cisco routers, switches, PIX and ASA.

Actively participate on a team of Engineers and Architects on the continual evolution of SPAM protection using Proofpoint, Messagelabs and Trend RBL in a mixed Unix and Windows environment for multiple domains with an extremely high exposure factor.

Actively participate on a team of Engineers, Developers and Executive Leadership to rebrand the digital communication identity of the worlds largest Tier I data provider in a zero downtime environment.

Co-lead a team in the architecture, engineer and development of a highly secure and reliable deployment of Microsoft's Unified Messaging environment. Using Office Communication Server 2007 and other applications, we are developing a secure IDN to Internet federated chat environment for associates and key partners as well as IDN to PSTN SIP softphone deployment. In-depth routing, firewalling and signature matching of TCP and SIP traffic using various technologies including Cisco PIX and ASA is required.

Actively participate on a team of Security Engineers and Architects to deploy an internal, root signed Standalone Root Certificate Authority for hundreds of servers and thousands of internal websites.

FREEDOM COMMUNICATIONS (THE GAZETTE) Colorado Springs, CO

2002-2007

Data Security & Network Technology Manager – Newspaper Division

Led a team of System & Network Administrators & Engineers in the day-to-day management of over 45 Windows Servers, 8 Sun Servers, 3 OS X Servers, 5 Storage Area Networks (SANs), 14 offline, online and near line backup solutions, 34 Web Servers, 10 Firewalls including Netscreen, PIX and ASA, 8 routers and an 700+ node segmented and secured 802.1x wired and wireless dynamic Cisco network.

Led a team of engineers and architects in the implementation, management and continual evolution of a custom, internally hosted, front-end SPAM protection application for the 11th largest newspaper company in the nation.

Participated on a team of Sales Executives, Web Developers, Custom Application Developers and Content Specialists in the day-to-day management of Southern Colorado's largest community portal, news website, real estate website, employment website and associated verticals (ColoradoSprings.com, Gazette.com, PeakHomes.com, SpringsJobs.com and others)

Led a team comprised of Client Support Specialists, System Administrators, Network Engineers, Business Unit Managers and Executives in the planning, architecting and deployment of a network infrastructure replacement for 700+ nodes in a zero downtime environment. Challenges included assessing current network communication & access requirements and developing strategy for moving from a flat, static, layer 2 network to a segmented and secured 802.1x dynamic network.

Led a team comprised of Client Support Specialists, System Administrators Network Engineers, Business Unit Managers and Executives in the planning, architecting & deployment of a 700+ node Microsoft Windows NT Server to Microsoft Server 2003 Active Directory & Exchange migration in a zero downtime environment. Challenges included converting over 600 Windows NT Workstation clients to Windows XP and ensuring communication and authentication on a new domain structure with Linux, Solaris, AIX and Macintosh clients all while replacing numerous Windows NT file servers with an Apple XRAID and EMC based SAN solution.

Developed, implemented and managed an enterprise wide security compliance program covering all business units including Finance and Human Resources. Components include policy development (including continual assessment and amendment); HIPPA compliance; Sarbanes-Oxley compliance; best practices coaching and mentoring and monthly differential security audits against procedures and methodologies.

Architected and implemented a secure Wide Area Network for numerous distribution warehouses for Southern Colorado's largest newspaper using Juniper (Netscreen) and Cisco (PIX/ASA) routing and security technologies.

Developed and implemented a client support help desk for diverse 500+ client 24x7x365 enterprise environment with a 30 minute commitment to respond Service Level Agreement (SLA).

2001-2002

Director of Internet Technology & Digital Security – Interactive Division

Co-led a team in the development and implementation of the business plan, startup, network & server infrastructure, custom applications (using PHP, Java, XML and Perl) and supporting methodologies for the largest internet portal, news website, real estate website, employment website and associated verticals in Southern Colorado (ColoradoSprings.com, Gazette.com, PeakHomes.com, SpringsJobs.com and others). Tasks included continual server security, application security and configuration of routing, switching and firewalling metrics using Cisco PIX, Netscreen and Watchguard firewalls.

Architected and implemented a robust web server, email server and network environment for the largest internet portal, news website, real estate website, employment website and associated verticals in Southern Colorado (ColoradoSprings.com, Gazette.com, PeakHomes.com, SpringsJobs.com and others). Tasks included continual server security, application security, email protection (using Spam Assassin) and configuration of routing, switching and firewalling metrics using Cisco PIX, Netscreen and Watchguard firewalls.

ROCKY MOUNTAIN WEB TECH, INC. Colorado Springs, CO

1997-2001

Founder & CEO

Founded and quickly grew the largest Internet web hosting, web application development, Internet Strategy, access & Information Technology Security Company in Southern Colorado. The self-funded corporation realized over \$250,000 in revenue in its first year and saw a minimum of 17% financial growth year over year by quickly gaining the confidence of customers such as The Colorado Springs Better Business Bureau, Memorial Hospital, The Colorado Springs EDC, Fischer & Wieser (jelly.com), Lamar Outdoor Advertising, NAPA Auto Parts, Midas, Sinton Dairy and the United States Air Force Academy by providing robust web hosting, hosted email services and SPAM protection, network support / security and business strategy services.

MACS RADIATOR & AIR CONDITIONING Portland, OR

1991-1997

Network & Systems Engineer

Designed, installed, configured and maintained a custom inventory control and point-of-sale system for 14 business units covering four states using a Voice over Data Wide Area Network for the largest Radiator & Air Conditioning Company in the Northwest. Innovations include real-time ordering from multiple manufacturers, electronic timecards, inventory tracking and transfer, on-demand flash totals and automatic revenue reconciliation from a central location.

Certifications, Affiliations & References

Certifications

Microsoft-2830: Designing Security for Microsoft Networks

Microsoft-2279: Planning, Implementing & Managing a Microsoft Server 2003 Active Directory Infrastructure

Microsoft-2273: Managing & Maintaining a Microsoft Server 2003 Environment

Microsoft-2400: Implementing & Managing Microsoft Exchange Server 2003.

Affiliations

Information Systems Audit & Control Association (ISACA) – Member in good standing

Information Systems Security Association (ISSA) – Member in good standing

Professional References

Davin Neubacker
V.P. Sales, Navakai, Inc.
(719) 630-1280

Erick Todd
Chief Technology Officer, New Life Church & World Prayer Team
(719) 351-3378

Lee Whitty
Senior Principle Systems Engineer
Symantec Corporation
(973)706-9103

Personal References

David Stanley
Vice President of Sales, AR Insights, Inc.
(719) 495-0730

Officer Shawn Peterson
Fugitives Unit, Colorado Springs Police Department
(719) 339-9201

Full Bio available at erikboles.com