Eagle Web Services
Windows Server-Based Website Hosting

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Glenn Hayes Background

HIGHLIGHTS OF EXPERIENCE AND QUALIFICATIONS

- 20 + years experience in administration, installation, monitoring, and support of the following network systems:

- Windows NT server 2003, 2008 R2, 2012 and 2012 R, server 2016, server 2019 in a multi-server environment, Hyper-V 2.0 and 3.0, Microsoft SharePoint 2010, Active Directory Services, DHCP, DNS, VPN, Remote Desktop, IIS, Exchange 200 and 2010, Office 2007, 2010, 2013, office 365Windows 7, 8, 10 and 11 workstations in a networked environment

- Communication technologies including MPLS, DSL, T1, ISDN, TCP/IP, IPSec, NetBEUI, PPTP, PPOEP, VPN, POP3, SMTP, IMAP, LDAP, HTTPS

- Website management and setup in a multi-server (shared) environment on Windows IIS

- Microsoft SQL 2005, SQL 2008, MySQL, Perl and PHP, Linux (BSD).

- Experienced in systems analysis including converting manual systems to automated systems.

- Extensive experience in troubleshooting desktop systems including MWS Windows XP, Windows & and Windows 8 and 8.1. Tablets, laptops, desktops and smartphones.

- Cisco router and Firewalls, PIX, VPN Concentrator, ASA Appliances

- WatchGuard Firewall products, Microsoft ISA and Forefront Server, Imperva WAF

- WS FTP and SFTP Pro Server

- Cisco ASA Security devices, PIX Firewalls, VPN Concentrators, Routers and switches

- Trend Micro, Norton, F-Prot, Symantec Corporate Antivirus Products

- Symantec Enterprise Ghost

- Printer Products in a networked environment

I have led a project to integrate local utilities with a central loan database for energy efficiency loans as well as automated credit report retrieval and a full automated credit worthiness score sheet. I have developed processes and procedures for digital signatures and document control and integrated the features of four major systems to allow a single point of entry for loan information.

I am experienced in project management, budgeting, design and implementation of WAN and LAN. Have worked in a multi-discipline environment with little or no supervision; have worked on team projects to develop and administer LANs and WANs. I am also experienced in working with deadlines and pressure situations involving downed networks.

WORK EXPERIENCE

July 2013 to Present

   IT Consultant to small and midsize companies, mainly financial and insurance companies

July 2013-January 2014:

   Craft3—IT Consultant

   Assisted in the transition to a new IT Director.

June 2007 to June 2013:

   Craft3. – IT Director

   Developed the internal network for a small but rapidly growing company in southwest Washington. Moved the server base to a datacenter and rapidly added servers and features. Moved from windows 2003 to windows 2012 and virtualized the network into four hyper-v hosts. Migrated 50 + users from Office 2003 to Office 2010 and windows XP to windows 7. Added staff for helpdesk support ands software development. Led several software projects to integrate internal systems for smooth work flow throughout a Wide Area network over Washington and Oregon. Provided for full, secure remote access for employees and secured the entire network with a Cisco firewall and Imperva SecureSphere WAF. Led the IT group through a full external audit with positive results. Developed security protocols for internally stored PII data. Documented the network and developed SOP's for future operation and expansion.

October 2005 to May 2007:

   Soaring Eagle Inc. – Director of IT operations (Contract Position)

   Responsible for overall IT operations in a small but growing software development company. Responsible for a staff of 4 as well as project lead for a staff of developers on outside development contracts. Responsible for the internal network as well as an external hosting service for client web sites using both .net windows servers as well as Linux java sites.

May 2004 to October 2005:

   Intellichem/Symyx Technologies Inc. – IT Manager

   Responsible for the internal network of 20 +development servers and 60+ workstations. Installed Blackberry services and Symantec Ghost services and had primary responsibility to setup and maintain several development and test environments for as many as 25 servers. Was responsible for three main web sites as well as web services for the distributed product on a 24/7 basis. Also responsible for the internal AltiGen phone system with VoiceMail, Outlook integration and VoIP phones to international clients. Provided primary help desk of world wide sales force with laptops and VPN access to the central network. Maintained a web based repository with 24x7x365 availability for worldwide operations. Worked directly with developers on windows security and stress testing issues.

March 1998 to May 2004: (owner)

   Eagle Executive Systems Corp.,PC & Network Consulting--

   President and senior network consultant

   Outsourcing of WAN/LAN services to small and medium sized business. Worked with all aspects of a xxxxxnetworked environment from desktop support to topology design. Developed many home–to-office secure connections to enable managers to work from home. Installed firewall and intrusion detection systems and setup security on servers to prevent outside attacks. Currently developing remote support and monitoring capability for large national computer consulting firm. As a Microsoft Partner, receive new versions of all software and install in a test environment for evaluation and training.

August 1994 to February 1998:
      BEST Consulting-- Manager IT Operations – Corporate
      Started with a single server and one location environment with 25 nodes with no staff to a multi-server environment with 13 locations in 9 Western states and 1250 nodes with a staff of 10 network technicians. Responsible for administration, budgeting and scheduling of the IT department. I did all of the initial expansion planning and layout and implementation with my staff. Supervised three corporate location moves of all networking. Provided internal computer support to employees and assisted customers with server and networking issues. Assisted with software quality testing.

EDUCATION

Graduated from McKim Technical Institute, Akron, Ohio with a degree in Industrial Electronic Technology.

Graduated from Hower Vocational High School with a major in Industrial Electronics.

FCC Amateur Radio License – General Class – K7ABT since 1958