

**Donald (Don) Bryant Woodward Jr.**  
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### ***Career Objective***

Seeking opportunities to apply over 24 years of broad technical and managerial skills in automation technologies for wide range applications to support company strategic plans.

### ***Experience***

#### **Electronic Commerce Systems / Internet Commerce Corporation – August 2004 to May 2007**

**Senior Systems Engineer (Permanent)** – December 2004 to May 2007

**Consultant (Contract)** – August 2004 to November 2004

Initially hired as a consultant to stabilize the company UNIX systems, but was hired on permanently in the IT Operations department with expanded responsibilities. Responsible for design, development and deployment of all network infrastructure, which includes Cisco routers, Cisco switches and Cisco PIX firewalls. Design and setup all inter-company and intra-company VPN's. Support of Windows systems including rollout of 2003 Active Directory servers in a 2000 forest and creation of domain trusts, Active Directory security groups and setup of shared folder permissions. Setup and monitor backups using VERITAS BackupExec for two office locations. Interfaced with internal customers and PBX maintenance vendor in the installation of two Nortel Option 11c PBX systems. Setup and maintained four Brocade Fiber Channel switches and the associated storage. Coordinated the move of the Georgia co-location facility to a newer state-of-the-art facility and moved a Brooklyn based CoLo to the same Georgia facility. Installed and maintained all server equipment in the deployment of a new Great Plains accounting system – this system is SQL based and runs on Windows 2003 Server with Windows 2003 Terminal Server as the client interface. Supported legacy Peachtree Accounting, SAP and JD Edwards Accounting Systems.

#### **Accomplishments**

- Setup L2TPv3 (Layer 2 Tunneling Protocol v3) network to “virtualize” eleven physical servers in New Jersey to two VMware ESX Server 3 servers in Georgia – this allowed us to move a data center over the WAN while maintaining the existing internal IP ranges.
- Improved network connectivity between office locations by utilizing VPN connections over the Internet until a private ATM based network was installed.
- Proposed and enacted voice and data contingency plan for Corporate Office move when both voice and data vendors failed to deliver services on time.
- Utilized DSL connections to replace expensive T-1 based Internet connections.
- Utilized SpamAssassin to curtail corporate SPAM issues.

#### **ERG Consulting – June 2004 to November 2004**

**Consultant**

PC and Network installation, inventory and troubleshooting

#### **ADCom – August 2003 to April 2004**

**Helpdesk Services – Team Lead** - January 2004 to April 2004

**Network Engineer – Team Lead (Contract)** – August 2003 to January 2004

Responsible for all technical aspects in the conversion of a 500 node Frame-Relay network from MCI/Sprint to AT&T. Duties include installation and validation of configurations on the new Cisco routers, revisions to technical procedures, technical direction of four Network Engineers assigned to the project, and coordination of technical matters with vendors and the customer. Received praise from the customer on my customer service skills.

Retained to be the “hands-on” Team Lead of the 24x7x365 helpdesk/NOC with a staff of five Network Engineers, which monitored, managed and troubleshoot over 5,000 Frame-Relay, Point-to-Point, ATM, Cable, and DSL lifecycle circuits. Customer focused attitude – provided RFO reports to customers, and met with customers to obtain feedback for process improvement. Worked with helpdesk software vendor to modify software for new features – for example an “ad-hoc” reporting capability to assist in identifying excessive MTTR issues. Extensive experience troubleshooting and resolving PIX firewall issues in a Cable/DSL environment. Served on the Operations leadership team and ADCom's corporate leadership team.

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### Westlaw Public Records Atlanta (Formerly Information America) - February 1999 to May 2002 - Permanent Manager, Data Center Operations and Systems Administration - January 2001 to May 2002

**Manager, Systems Administration** - February 1999 to December 2000

"Hands-on" manager responsible for the 24x7x365 operations of the Data Center and Systems Administration departments with fourteen direct reports and responsibility for all large systems (OpenVMS cluster, SOLARIS, Linux and Tru64 UNIX), over three terabytes of storage (MTI and EMC), and SNMP monitoring (Unicenter). Responsible for all aspects of these large systems and the Data Center including production job scheduling/run, tape library, operators, processor load analysis, software and hardware selection, installation and support, disk storage design, installation and support, Research and Development, SNMP monitoring and reporting, contract negotiations and vendor relations. Also served as the Senior UNIX Systems Administrator. Participated in various teams with the Software Development and Support organization, including "stability", "monitoring and logging" and led the Unix upgrade team for Y2K.

#### **Accomplishments**

- Selected to assume management responsibility for the Data Center Operations Department after the departure of the previous, peer manager. The data center was 10,000 square feet with eleven employees and ran 24x7x365. I was able to restore employee attitudes and improve performance of the data center personnel.
- **Saved \$40k** in maintenance costs - ended a contract two months early by creating a plan to free up other storage resources to utilize in case of problems with the storage on which the maintenance contract was ended.
- **Reduced the cost** of Internet access from **\$2,400 to \$800** a month - setup new Internet connection and reconfigured unsupported firewall to utilize the new Internet provider.
- Selected as **one of the last two employees** responsible for disposal of assets and to close this facility – the closure was due to a corporate decision to divest parts of the company and migrate the data to the home office in Egan, Minnesota and eliminate the then current gateway protocol used to access the data.
- Improved system reliability - Prior to my arrival, the systems experienced daily problems due to improper configuration, improper loading and neglect. Under my leadership the systems achieved an unprecedented level of operation - nearly 24x7x365, sometimes going many months without experiencing problems - and these new problems were mostly due to the aging MTI disk hardware or system software bugs, rather than configuration issues or improper loading.
- Ensured that department members received proper on the job training as well as formal training so that everyone had a backup - this along with the improvements in department standards and practices allowed employees to finally take much needed vacation and other time off.

### Woodward Enterprises (DBA SunSunSun.net) December 1999 to December 2001

#### **Co-Owner**

SunSunSun.net was an E-commerce business owned by my brother, my son and myself – we configured, tested and sold used Sun Hardware via the Internet.

#### SurfAir - College Park, GA - April 1996 to September 1998

**Technical Services Manager** - March 1997 to September 1998

**Senior Information Technologist** – April 1996 to March 1997

"Hands-on" technical manager and UNIX (Pyramid, HP-UX, SCO, and Linux) and AS/400 system administrator – was responsible for Technical Services Department, which included all aspects of Information Technology except applications. Managed three direct reports responsible for LAN/WAN/Voice, End-User Support (NT/Windows), and Helpdesk. Served as Systems Administrator for 250+ user UNIX and AS/400 systems and NT systems in a 24x7x365 environment. Performed hardware setup, daily backup, printer configuration/troubleshooting, "cron" maintenance, system/network optimization and performance tuning to ensure 24x7x365 system availability. Interfaced with vendors for all IT purchases. Was responsible for system security.

#### **Accomplishments**

- Doubled the computer room floor space to integrate the new AS/400 computers into the LAN/WAN. Responsible for all aspects of this including project plan development, interfacing with IBM, software vendors, carpenters, flooring, electrical and HVAC contractors. Configured the AS/400 systems with TCP/IP to integrate with Legacy systems. Planned and coordinated roll out of new PC's and printers at thirty remote locations.
- Planned and implemented a project to move the WAN from C&W Frame Relay Network to the ATT&T Frame Relay Network to improve system reliability.
- Setup and utilized HP OpenView to proactively manage the thirty-location Frame-Relay network.
- Interfaced with vendors in the selection of a new long distance carrier which **saved the company \$10k a month**.
- Proposed, budgeted, purchased and setup first SurfAir Internet connection utilizing Linux PC's, Cisco routers and a T-1. Saved cost of a commercial firewall by utilizing other security measures to protect the Intranet.

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- Wrote shipment tracking client/server program on main UNIX host and UNIX web server using PERL/CGI to allow SurfAir's customers to track their shipments on the Internet.
- Expanded SurfAir Intranet by introducing Domain Name Services and WWW services utilizing inexpensive PC's running Linux. Setup four Windows NT servers with SQL Server, SNA Server, Exchange and NT Primary Domain Controller.

### **Lockheed Martin Aeronautical Systems - Marietta, GA - April 1987 to April 1996**

**Information Services Technologist Senior** - February 1992 to April 1996

**Information Services Technologist** - February 1988 to February 1992

**Information Services Technologist Associate** - April 1987 to February 1988

Held various positions within the company including "C-130J Information Services Customer Representative" - Single Point of Contact (SPOC) responsible for satisfaction of all computing requirements such as providing information and assistance in applying new technologies, planning and assisting in decisions on hardware/software purchases, organizing active participation of other Information Technology employees and assisting in setting priorities within Information Technology Division to facilitate program requirements. In this position, I provided hands-on leadership/direction and supervision of three contract employees performing UNIX system administration (150+ Sun SOLARIS workstations with Oracle database) and 150+ PC/Macintosh systems End-user support. Was also a "FIRM (F-22 Information Resource Management) Team Member" responsible for setup and maintenance of e-mail software (Exchange gateway, ccMail and MHS based), hardware (Novell/Windows) and associated Cisco router equipment for MIS connectivity with Air Force and partner remote sites. Held a Secret clearance. Worked in Mini-computer and Network Groups doing VM/MVS, VMS and PC User Support and Troubleshooting.

#### **Accomplishments**

- Prime responsibility for the design and implementation of the technology in the "*MIDS II*" Executive Information System (EIS) - a **\$1 million** COTS technology refresh. This project began two years before implementation with project planning, executive approval, and budgeting. After budget approval I led a two-year implementation, which required considerable coordination of resources – I utilized the Microsoft Project program to coordinate resources.
- Ensured problem resolution and operational readiness and was accountable to Program Management. This effort culminated into the first sale (**\$1.25 Billion**) and a successful first flight of the new C-130J aircraft.
- Often requested by name by other Lockheed companies in I/T needs such as assisting Corporate office establish a prototype similar to LMAS "*MIDS II*" EIS, assisting Lockheed Martin London office by installing a new 3270 SDLC gateway to improve e-mail communications capabilities, and assisting Washington office in Internet connectivity.
- Specified solution to management, wrote security procedures, requested approval from security department and implemented PGP software used to encrypt data for transmission through the Internet to team partners.
- Setup JCL and REXX code to print AFP (Advanced Function Print) jobs from VM to MVS where the AFP software existed – **saved \$40k** cost of AFP for VM.

### **Woodware LLC - August 1985 to Present**

**Owner**

Woodware LLC provides services for computer and network implementation and support.

### **Reinhardt College - Waleska, GA - March 1981 to December 1986**

**Student Assistant/Computer Specialist/Consultant**

Setup College Administration system on two UNIX systems with six terminals on each system. Utilized Profile Database to setup Development office, which tracked \$2 million in contributions and over 5,500 Alumni Records. Setup Admissions office and Financial Aid utilizing the Profile Database to track over 3,000 prospective students.

***Education***

**Berry College, Mt. Berry, Georgia**

Bachelor of Science, 1986

Major: Computer Science, Minor: Mathematics

Student Supervisor - Academic Computer Center

President - Berry Association of Computer Programmers

**Reinhardt College, Waleska, Georgia**

Associate Degree, Liberal Arts, 1984

Editor-In-Chief - The Hiltonian, School newspaper (1982-1984)

**Cisco**

Cisco Certified Network Associate (**CCNA**)

**Georgia Public Safety Training Center**

First Responder (F40108) – May 2001, 48-hour course

Georgia Basic Firefighter Training Course Module I (F10101) – December 2001, 56-hour course

**Appalachian Technical College / Cherokee County EMA**

Emergency Medical Technician – Intermediate – April 2002 to December 2002, 389-hour course

**Georgia Emergency Management (GEMA)**

Auto Extrication – December 2003

Hazmat Awareness – December 2003

Rescue Specialist – January 2004

***Military and Public Service***

**Georgia Air National Guard - Marietta, GA - December 1980 to December 1986**

Six year "Weekend Warrior" Enlistment

**Cherokee County Fire and Emergency Services**

**Volunteer Firefighter/Emergency Medical Technician – Intermediate (EMT-I) - April 2001 to Present**

Member of the Lake Arrowhead Volunteer Fire Department, which is overseen by and is a part of the Cherokee County Fire-Emergency Services. As a Firefighter I am responsible for ensuring personal safety, performing fire-suppression, property conservation, rescue, fire education and public relations in my community. As an EMT-I (Emergency Medical Technician Intermediate) it is my responsibility to safely gain access to the patient (often before the arrival of EMS) and obtain necessary information and provide emergency medical treatment such as First-Aid, advanced airway access, CPR, use AED (Automatic Electronic Defibrillator), etc. and prepare the patient for transport.

**Accomplishments**

- Completed coursework necessary to obtain certification as a Firefighter/First Responder in less than 9 months – these courses required 104 hours of classroom/practical work to complete.
- Passed National Registry test to be certified as an EMT-I. The requisite classes required 389 hours of classroom/practical work to complete.