JOEL M. LEO

Microsoft CERTIFIED Systems Engineer + Internet

CCNA CISCO CERTIFIED

A+ Certification — A CompTIA Certification Program

HIRED

Profile Summary

Talented and experienced Windows NT 4/2K/XP engineer/admin with current MCSE + Internet (NT4), MCSE (Windows 2000), CCNA and A+ certifications. Programmed with BASIC, Java, HTML, C++, Assembler and perl. Network technologies including token ring, 10B2/BT, 100BT, 802.11B wireless, E/T-1, E/T-3, frame relay and ATM. Troubleshot switched and routed environments consisting of primarily Cisco hardware (Catalyst 5000, IGX, 25- 26- 47- and 7500 series routers and more). Demonstrated problem solving, management and communication skills. Proven track record of promotions and accomplishments.

Specialties are IIS, ISA, routing, VPNs, high-availability (clusters and NLB) and wireless networks, all with a security focus

> "Excellent - everything works. Thanks Joel!"
> **Tim Needham, Lead Internet Developer, EF.Com 11-9-01**

December 1998 to Current; *Exodus – formerly known as Digital Island*

> "Borland was unbelievably impressed with Joel. They went on and on about 'he gets actually gets it and he understands.' Plus his knowledge level was certainly above the Borland folks....which is very refreshing. They were pleased!!!"
> **Jeff Stricker, Account Manager, North American Sales, Digital Island 12-06-01**

Microsoft Support Engineer Team Lead, Western Region– April 2001 to current
- Mentor other support engineers and many implementation engineers
- Primary P.O.C for security issues
- Top level of escalation for critical customer issues
- Support Manager delegate
- All other MS Support Engineer responsibilities

Microsoft Support Engineer – August 1999 to April 2001
- Troubleshoot/Admin customer servers (Compaq hw with NT4 and Win2k)
- Windows 2000 infrastructure administration/engineering
- Resolve high and low priority issues based upon Vantive trouble tickets
- Professional Services technical project resolution
- Design/implement/lockdown new NT 4 servers for FTP, Web, database and other applications

Highlights
- Built and currently maintain MS knowledge base for company-wide use
- Managed CodeRed, Nimda and several other large-scale problems
- Planned and completed Windows 2000 AS cluster beta for large customers
- Evaluated Digital Island's NT/Win2K environment for exposure to new vulnerabilities
- Support Lead for USS Missouri web server project
- Spearheaded Y2K analysis and remediation of 140 Windows NT servers for all of our NT TotalHost customers

Operations Analyst – December 1998 – August 1999
- 1st level escalation for Solaris, MS and Cisco issues
- Used HPOV, Sitescope, Cisco IOS, NT and Solaris for troubleshooting
- Sitescope administrator
- NOC workstation administrator (NT 4)
- Customer P.O.C. for all issues
- Mentor new NOC personnel
- Work with vendors (telecom, hardware and software) to resolve internal and customer issues

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November 1998 to Current; *Heald College*

Windows 2000 Technical Instructor – January 2001 to current
- Teach aspiring MCPs and MCSEs Win2K using Microsoft Official Curriculum
- Courses 1561, 1562, 2010, 2150, 2152, 2153, 2154
- 30 node network for the students
- Resolve problems with labs and other materials
- Bring real-world experience to the classes
- Bring related concepts into class (advanced security, performance etc.)

Highlights
- 7 out of 12 'Outstanding' or 'Distinguished' ratings on appraisal
- Guest speaker in several Internet Studies classrooms
- LES 'Subject Knowledge' scores @ 3.9 (out of 4)
- Helped build program from 1 class to 4 simultaneous classes

Windows NT 4 Technical Instructor – November 1998 to January 2001
- Teach Windows NT 4 using Microsoft Official Curriculum
- Teach Exchange 5.0 using Microsoft Official Curriculum
- Classes included TCP/IP, Server, Workstation, Network Essentials and several others

> "Excellent instructor, very knowledgeable and helpful"
> Anonymous LES survey participant, 4th quarter 2001

September 1998 to November 1998; *Vanstar Corporation*

Highlights
- Tripled client roll-out rate by using hd image software and replication technologies
- Aided their employed engineers with resolving critical issues

Network Engineer
- 90 day contract in an environment that included Windows NT 4/3.51/95, several unixes, Macintosh and OS/2
- Primarily responsible for rolling out new workstations and laptops based on NT4 Workstation on Dell and IBM hardware.

August 1995 to September 1998; *Computer City, Tandy Inc.*

Highlights

- Received 10 sales awards
- Top-ten sales company wide several times
- Helped make Waikele and Honolulu the most profitable stores chain-wide
- One of 3 Sales Specialists state-wide

Business Sales Consultant – December 1997 to September 1998
- Manage small business accounts
- Build new business by cold-calling potential accounts
- Sell pc/mac hardware, software, services and accessories to small businesses

Sales Specialist – August 1995 to December 1997
- Sell pc/mac hardware, software, service, network and accessory solutions
- Design and implement small networks
- Train Sales Associates and Sales Representatives in new technologies

Training

Spring 2001 - Sans Aloha II with Stephen Northcutt
- Network intrusion detection and analysis including NT, Unix, Cisco IOS
- Use of windump/tcpdump, netcat, nmap, sniffer and others
- In-depth layers 2 and 3 analysis including hexadecimal dump interpretation

> "This is with regards to one of our biggest customers in Europe, who has been threatening to leave. They were really happy with Joel last week and I wanted to thank him for his help. "
> **Aileen O'Hara, Customer Advocate, Europe Region, Digital Island 7-17-00**

Spring 2000 through Spring 2001 - Windows 2000 MCSE training
- Implementing Windows 2000 Server and Professional
- Designing a Secure Windows 2000 Network
- Upgrading MCSE Skills from NT 4 to Window 2000
- Implementing Active Directory
- Several others

> "Now that is a good end to a long day. Lots of people are going to be much happier tomorrow! I'm really glad it didn't need anything else. Nice work man!..."
> **Chris Krumme, Security Engineer, Digital Island 3-29-01**

Spring 2000 - Sans 2000 Orlando with Dr. Eugene Shultz, Eric Cole, Stephen Northcutt, Jason Fossen and others
- Windows NT 4 Advanced security courses regarding system intrusion methods and tools, intrusion detection, system hardening
- Win2k concepts courses including security, stability and new features
- Network intrusion with a Windows NT focus

Other Accomplishments & Activities

Summer 2001
- Presentation to the ISSA regarding wireless Ethernet and it's security/insecurity. Included 802.11b basics, WEP types, vulnerabilities, network design, methods of securing wireless and question & answer session
- Presentation to Cyberpizza, a long-running gathering of academics and business folks involved with or interested in technology, regarding different methods of connecting businesses to the internet. Included public ip addressing, Network Address Translation, proxy services and question & answer session

Spring 2001
- Fully Win2k certified within a month of initial testing
- Attempted and passed 4 Win2k exams (210, 215, 216 and 217) in a week while still working full-time. 210 and 215 were taken on the same day.
- Presentation to Cyberpizza regarding Windows 2000's new technologies and capabilities & how they relate to business needs with a question & answer session

- To date, have passed a total of 15 Microsoft, 2 Comptia and 1 Cisco exam, for a total of 18. I have MCP, MCP+I, MCSE, MCSE+I for Win NT 4, MCSE for Win2k, A+ with a Windows focus and CCNA for Cisco certifications