louis@louisheibert.com   **Louis Heibert**   **732-283-7024**
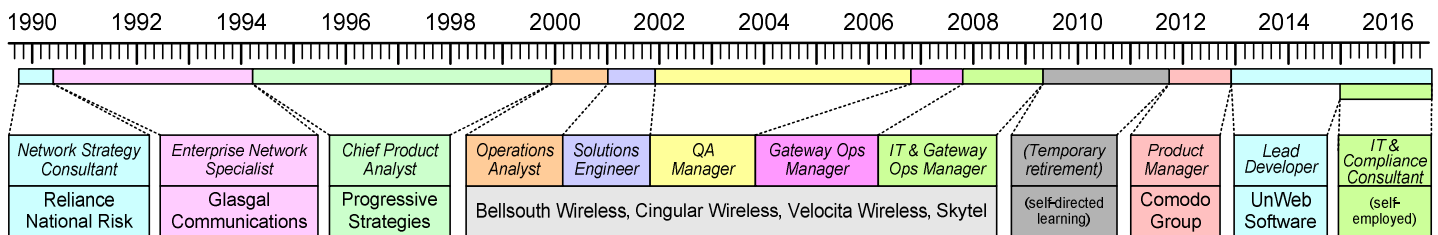
Qualification Summary

- Capable of handling a wide range of IT responsibilities from physical plant management to software design.
- Outstanding verbal and written skills in technical, marketing, and customer communications.
- Have successfully managed technical professionals, consultants, and vendors in various roles.
- ITIL certified - with demonstrated ability to develop specialized skills in whatever field a service requires.

Personal Mission Statement

- ✓ Establish useful, sustainable, and well-documented systems.
- ✓ Encourage technical curiosity and proficiency in others.
- ✓ Work to balance business needs with technical excellence.

Professional Timeline

1990	1992	1994	1996	1998	2000	2002	2004	2006	2008	2010	2012	2014	2016

Network Strategy Consultant	*Enterprise Network Specialist*	*Chief Product Analyst*	*Operations Analyst*	*Solutions Engineer*	*QA Manager*	*Gateway Ops Manager*	*IT & Gateway Ops Manager*	*(Temporary retirement)*	*Product Manager*	*Lead Developer*	*IT & Compliance Consultant*
Reliance National Risk	Glasgal Communications	Progressive Strategies	Bellsouth Wireless, Cingular Wireless, Velocita Wireless, Skytel					(self-directed learning)	Comodo Group	UnWeb Software	(self-employed)

Recent Professional History

1/2015 to Present - *IT & Compliance Consultant*

- Optimized and documented all network components for a human resource assessment company.
- Designed IT infrastructure and procedural templates for compliance with ALTA best practices.

11/2012 to Present - *Lead Developer* - UnWeb Software

- Developed and published browser-based, but locally administered, Javascript application.
- Designed transactional data management scheme to survive browser/windows shutdown.

9/2011 to 11/2012 - *Associate Product Manager* - Comodo Group

- Managed design and implementation of desktop Backup products (ongoing development)
- Directed interface and reliability improvements for CCloud online storage service.

10/2007 to 4/2009 - *IT & Gateway Operations Manager* - Skytel / Velocita Wireless

- Supervised a team that provided both desktop and infrastructure services for the headquarters site.
- Relocated wireless gateway services to new facilities with minimal interruption to customers.
- Managed the migration of all internal IT resources to new sites in New Jersey and Mississippi.

10/2006 to 10/2007 - *Gateway Operations Manager* - Velocita Wireless

- Consolidated systems to take advantage of new technology - reducing their impact on power, HVAC, and floor-space.
- Re-designed PBX logic to optimize call routing to customer support and other departments.
- Also managed 10-person customer support group following unexpected departure of a previous manager.

11/2001 to 10/2006 - *Quality Assurance Manager* - Velocita Wireless / Cingular Wireless

- Managed QA staff in testing updates to Mobitex-based messaging gateways.
- Designed and specified the English user interface for a wireless device, managed implementation by a contract developer, and synchronized internal development of gateway components required by the new service.
- Specified an SMTP-based protocol to allow seamless messaging between Mobitex and GPRS devices.
- Specified and documented a new web-based interface used by customer support to manage user account data.
- Designed a self-referential database tool for documenting message flow through all wireless gateway software.

11/1999 to 11/2001 – *Solutions/Operations Analyst* - Cingular Wireless /BellSouth Wireless Data

- Worked on specifications for a WAP gateway, a text-to-speech service, and wireless gateway provisioning.
- Maintained and expanded a system that used the Mobitex wireless network for multi-source two-way messaging.

Less-Recent History

2/1994 to 11/1999 - *Chief Product Analyst* - Progressive Strategies

- Studied and tested competitive products specified by clients such as Novell, Intel, and IBM; then produced documents giving objective analysis of their own products' relative capabilities.
- Designed guides to help reviewers see key features when testing our clients' products. Some of these products were: LANDesk Management Suite, ERWin (CA), NotesPump (Lotus), and RedCreek (Cisco) VPN Appliances.
- Hired, trained, and reviewed other analysts, established document standards, did final technical review/edit of documents sent to clients.

4/1990 to 2/1994 - *Enterprise Network Specialist* - Glasgal Communications

- Was responsible for design and integration projects that included both local and wide area networks.
- Long-term consultant at American Express leading their Corporate Systems Network Management Project.
- Planned and installed network systems for companies such as Waterhouse Securities, Panasonic, and Firmenich.
- Designed and implemented software to specify system components and generate quotes for the Glasgal sales team.

8/1989 to 4/1990 - *PC & Network Consultant* - Reliance National Risk

- Stabilized the existing NetWare server environment and improved network availability.
- Developed a multi-user help desk management tool using SQLBase.

Education & Part-Time Work

1989 - Graduated with honors from Kean College of New Jersey - Bachelor of Science in Computer Science.
1986 to 1989 – Bear Stearns: administered a NetWare LAN and built a document management system in DataPerfect.

Notable Achievements (in management and tech)

- *Ad-hoc data-center on a tight budget* – In office space that had gradually become a 24/7 data-center, I installed PowerFlor elevated tiles over existing cables rather than incurring the cost and disruption of a full raised-floor retrofit. I also installed "pre-owned" rack-mount UPS units (with new batteries) that cost half as much as a whole-room UPS but had two major advantages: the dual power-supplies on each server were independently powered and staff could easily replace failed units with near-line spares.
- *PBX replacement* – Although I had originally researched using Asterisk (PBX) software for a new headquarters office, I found a company that included a hosted PBX service with their SIP trunk subscriptions. As a result, the only capital expenses were new SIP handsets and a VOIP-optimized router.
- *Protocol design* – I designed a very lightweight forms-based protocol that allowed customers to manage account information from their wireless devices (pre-iPhone) without needing to launch a browser or text editor.
- *Tape elimination* – By replacing tape backups with USB hard-drives I eliminated proprietary hardware, allowed recovery from any PC, made file restoration almost instantaneous, and saved money on backup media.

Technology Background

The following are products and product categories I have tested, used, and specified in the past 26 years:

- **Operating Systems:** Windows (from 286 to 10), Linux, UNIX, NetWare, OS/2, DOS
- **Virtualization:** Virtual Box, VMware (Workstation, Server, ESXi), Xen, Microsoft Virtual PC
- **Database:** SQL Server, Oracle, SQLBase, DB2, ERWin, MS Access, Lotus Notes
- **System Management:** WSUS, OpenView, SMS, Managewise, LANDesk, ZENWorks, Teletrol Ensemble
- **System Utilities:** backup tools, protocol analyzers, remote control, disk imaging and optimization
- **Security:** OpenVPN and IPSec products, anti-virus apps, firewalls, data protection tools (auth & encrypt)
- **Communications:** Cisco & Linksys routers, LAN switches, MS Exchange, Sendmail, PBX (Definity), VOIP
- **Office Automation:** MS Office (Word, Excel, Access, PowerPoint), Project, Visio, Open/Libre Office
- **Various Hardware:** printers, servers, desktops, laptops, storage hosts, UPS systems, generators, HVAC
- **Development:** JavaScript, PHP, HTML, CSS, VBA, KornShell, BASH, Kixtart, SQL Windows, Pascal, C