Top Skills

Security
Technical Writing
Cloud Computing

Certifications

Nortel Networks Certified
Technology Specialist (NNCTS) -
VPNs

Oscar Pánes

Technical Instructional Designer at Apple
San Francisco Bay Area

Summary

Over 24 years of experience in the high tech field holding positions
such as technical course developer, lab developer, instructor,
network engineer, and telecommunications administrator, just to
mention a few. Particularly interested in the use of multimedia
applications to promote technical training through e-Learning.
Always interested in new technological advancements and how they
interoperate and augment current technology trends.

Experience

Apple
Technical Instructional Designer
April 2017 - Present
Cupertino, California

Expand curriculum of technical training courses and develop training for a
variety of audiences including Apple internal and channel technical sales
teams, and external technical professionals in businesses of all sizes.

MobileIron
Senior Technical Training and Knowledge Developer
July 2015 - March 2017 (1 year 9 months)
Mountain View, California

Develop product training as it relates specifically to mobile and cloud security,
Enterprise Mobility Management (EMM), and Mobile Device Management
(MDM) based on MIU (MobileIron University) development design standards.
Created new training involving mobile app security and containerization for
developers with instruction focused on app wrapping, the use of MobileIron's
SDK, and the posting and maintenance of wrapped app listings for iOS and
Android.

Symantec
Principal Technical Education Consultant
December 2008 - July 2015 (6 years 8 months)

Develop, edit, and deliver product training as it relates specifically to data loss prevention (DLP), cloud security, email and web messaging, as well as encryption specific courses related to PGP and Symantec's Endpoint Encryption software suite. Develop learning objectives for various delivery methods, including instructor lead training (ILT), virtual academy (VA), and web-based training (WBT), as well as develop certification testing material based on Symantec development design standards and educational development standards.

International Technological University (ITU)
Assistant Professor
January 2008 - June 2011 (3 years 6 months)
San Jose, CA

Develop, edit, and deliver technology training for Computer, Software and Electrical Engineering Masters programs on new and industry standard technologies with concentration in the following courses: "Introduction to Networking" and "Routing in Computer Networks" (Bosom network simulation software and Cisco IOS emulation). Graduate students are taught toward Student Learning Objectives (SLO's) for each course. In many cases given the opportunity to apply what they have learned within a lab environment and are graded accordingly.

Nortel Networks
Principal Course Developer / Instructor
September 1996 - December 2008 (12 years 4 months)
Santa Clara, CA

Principal Technical Instructor - Develop, edit, and deliver technology and product training on new products and technologies as they apply to Nortel Networks with concentration in the technology fields of "Multi-Services Convergence", "Remote Access", "VPN's", and "Network Management." The development includes work in multimedia using CD, WEB, video technology and other related products.

Technical Analyst – EBC (Executive Briefing Center) visit support. Provided Product Manager level knowledge and product expertise, combined with selling & presentation expertise. Worked remotely on providing sales project support: NDA presentation support, getting answers to technical futures/ direction RFI/RFP style questions, from information not generally available from other sources in the field. Worked on "deal specific" needs for strategizing solutions requiring support for new products and/or for differentiating BAY

solutions to sell against a given competitor. Also provided "quick & direct" deal specific "whitepapers" for helping to close business (Time permitting).

Systems Engineer - Resolved complex customer technical issues in implementing networks using Bay Networks equipment, including routers, switches, hubs, remote access devices, and network management software. Managed multiple simultaneous customer development training projects and resolved customer design issues using company information resources, laboratory simulations, and engineering problem solving techniques. Designed and analyzed large complex networks with existing customer products when required. Trained Customer Development employees as well as new hires on internetwork (protocols and system architecture), industry technology standards, and company specific products. Created and conducted classes for continuing education for employees covering similar subjects.

CompuServe
Network Technical Specialist / Systems Engineer
December 1995 - September 1996 (10 months)
Santa Clara, CA

Provided data communications solutions through use of company's private packet-switching network via X.25 and Frame Relay. Addressed technical issues from planning and implementation to Cisco router configurations involving industry routing protocols (i.e., RIP, OSPF) as well as proprietary protocols (i.e., IGRP, EIGRP.) Was available for 3rd level trouble support by working directly with customer's technicians as well as CompuServe's client support center. Worked directly with customers during testing phases of new network solutions. Conducted entry level instructional classes on the basics of IP and DNS technologies for the entire western regional sales and field engineering staff.

Wells Fargo Investments
Data Communications Engineer / Telecommunications Administrator
January 1994 - December 1995 (2 years)

Assisted in support of networks at SF and Sacramento offices and connectivity with London, Toronto, Orlando, and Tokyo offices on DS0 circuits using HP OpenView, SunNet Manager and Optivity network management software. Supported access to Prime, VAX, Sun, HP, and MAC platforms. Maintain routing/bridging of Primenet, DECnet, LAT, Appletalk, and TCP/IP protocols through Bay Networks routers on thin wire and fiber optic configurations. Setup ISDN pilot project, configured and issued Ascend Pipelines to users

and created login accounts for remote access. Tested and evaluated IP protocol stacks from various venders for functionality with multiple protocols and Gateway Fallback ability. Setup and maintained user accounts on AT&T Infinity PBX and Octel voicemail system. Coordinated install and troubleshooting of T1, T3 DS0, ISDN, SW56k, and analog circuits with equipment vendors, telco's and LDC's.

Education

International Technological University
Master's degree, Engineering Management · (2016 - 2018)

San Francisco State University / ITU
Computer Science · (2008 - 2010)

Monterey Peninsula College
General Education · (1979 - 1981)