JOHN H. SMITH

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Networking Engineer ~ Quality Assurance Expert ~ Technical Trainer

Top-performing, adaptable IT leader who provides secure, technical IT solutions that enhance customer satisfaction and drive business growth

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Technical Roadmaps | Technical Versatility & Depth | Instructor-Led Training

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Sysco Certified Software Associate (SCSA) Wireless & Voice ~ Sysco Certified Software Professional (SCSP)
Sysco Certified Software Security (SCSS) ~ NECE 2007+Security

Trusted, motivated and adaptable IT leader and strategic solutions provider with in-depth knowledge of network, quality, and IT security principles and practices. Strategist with deep IT acumen skilled at conceptualizing and creating technological strategy with a strong ability to prove out new technology, deliver enterprise-class deployments, and effectively communicate the architectural vision for successful product implementation. Adaptable professional with a unique path of professional development in IT specialties and exceptional interpersonal skills who ensures that customers have reliable products.

- Technology Leadership
- Project Management
- Cross-Functional Leader
- Product Management
- Risk Management
- Quality Assurance
- Strategic IT Planning
- Technical Roadmap/Strategy
- IT Leader & Mentor

Technology Knowledge

Cloud   VMware, Microsoft Hyper-x, Citrix Server
Operating Systems Windows 2003, 2008 R2, Windows XP, Windows Vista, Windows 7
Networking   CS Networking, Cisco, VOIP, Wireless, DNS, DHCP, Windows Active Directory
Other   MS Office, MS Visio

Professional Experience

INTERNATIONAL SERVICE NETWORK / TECHNICAL MARKETING ENGINEER (1996—Present)
CompuServe, Phoenix, AZ

Problem Solving | Change Management | Quality Assurance | Customer Experience

Top-performing IT leader with consistent promotional career track supporting a wide range of IT services and products with more than 15 years in Testing, Networking, and Security across many product lines at CompuServe and 8+ years in facilitating technical training delivery. Lead engineer responsible for ensuring product supportability for CS's Software Networking (CSN) initiatives. Direct and implement IT initiatives; build credibility, establish rapport, and maintain communications with customers and cross-functional groups including sales, marketing, product management, engineering, quality assurance, and fee-services.

TECHNICAL STRATEGY

- Established remote support and support automation for CSN products—provides automated fixes for system issues and enabled product design to support automated functionality.

- Selected to be a member of various SWAT teams to solve Class-level product Quality problems—manage the customer experience for issue resolution and implement risk mitigation strategies; communicate with business team stakeholders including manufacturing, the supply chain, and customer service to implement supportability across the enterprise.

- Direct security vulnerability reporting for CS Networking (CSN) products in the field—work with various CSN labs to resolve security vulnerability and implement solutions.

- Led partnership with Corel, E-Ware, Avid, and Software Secure as part of the CS Network E-System (NES) product alliance to determine call flow, service level agreements, and escalation paths for NES products.