

# Henry Moats

<https://www.linkedin.com/in/hmoats/>

## Summary

Network architecture in public and private cloud, security and capacity planning - experience in designing and implementing network solutions to address capacity, redundancy, performance and management issues.

Network and application troubleshooting – hands on experience in solving issues with AWS networking, routing (BGP, EIGRP, OSPF, HSRP/VRRP, VPN, Remote Access, IPv6), switching (STP, LAG), application delivery (layer 4-7 load balancing) and security (policy management, IDS/IPS), Illumio micro-segmentation, Aviatrix SDWAN, BigSwitch fabric.

Network management applications – experience in configuration and customizing paid and open source applications, e.g., Nagios, Icinga, MRTG, Cacti, Smokeping, BigBrother, Netflow, syslog, Solarwinds, Splunk.

Network management tools – experience in developing in house applications to solve network automation and monitoring using Ansible, PERL and unix shell scripting.

Unix system administration – experience with unix systems and the administration necessary to maintain network monitoring applications. Adept knowledge of unix tools and shell scripting.

Datacenter operations – experience with physical datacenter attributes such as HVAC, power, cable plant and structural hardware. Designed and implemented several different footprint designs based on capacity and/or flexibility.

Documentation – experience with the various documents required for management and audits, e.g., physical elevations, network topology, cable plant design, IP address management, configuration management, configuration database, change control, Sarbox and PCI controls. Strong knowledge of Visio for network diagrams (e.g., floorplans, elevation, layer 1, layer 2, layer 3, communication models).

Vendor management – experience in evaluating vendors, purchasing hardware/software and negotiating pricing and terms.

Management - a proven track record of increased network operations accountability; with promotions to technical manager in most of my previous posts. Scheduled, directed resources and contributed to large scale technical projects.

### **Senior Manager, Cloud Network Engineering**

DocuSign Inc.

December 2021 - Present

Technical manager for a team of office, cloud, automation and security network engineers. Managed all aspects of the enterprise IT network services (e.g. design, automation, security, budget, escalations, operating plan, sprint planning)

Key Contributions:

- Successfully deployed Aviatrix multi-cloud WAN solution to connect 5 AWS regions, 3 Azure regions and 14 on premises locations.
- Shutdown two private cloud datacenters moving all network services to AWS and Azure
- Consulted on a enterprise workload and service migrations to the public cloud

### **Lead Network Engineer**

DocuSign Inc.

May 2020 - December 2021

Lead contributor in enterprise IT specializing in network and security services.

Key Contributions:

- Designed and deployed Illumio's micro-segmentation distributed firewall services across enterprise workloads
- Designed AWS public cloud network services for enterprise application onboarding

### **Sr. Network Site Reliability Engineer**

Guardian Analytics

March 2019 – May 2020

Senior contributor in production operations specializing in network and security services. Executed network refresh project exchanging legacy Cisco kit with Dell hardware and Big Switch Networks SDN.

Key Contributions:

- Assisted in the design, deployment and to place into operation an SDLAN based leaf-spine fabric from BigSwitch Networks (now Arista)
- Deployed next generation Palo Alto Networks firewalls

### **Sr. Network Architect/Network Manager**

YapStone

March 2017 – March 2019

Hands on technical lead and Manager for the IT, lab and production networks. Managed a team of 3 network engineers.

#### **Key Contributions:**

- Designed and delivered 2 disaster recovery AWS VPCs.
- Designed and delivered blue/green AWS application delivery strategy.
- Designed a network segmentation project for corporate access to internal services in a PCI cardholder environment.
- Designed and implemented a high available remote access VPN solution for corporate users.
- Evaluated, tested and configured AWS ALB services to replace appliance load balancers.
- Shutdown a data center and office to save monthly recurring costs.
- Executed 2017 to 2018 network services governance which included monthly recurring cost savings in decommissioning unused services and redesigning connectivity to remove costly point to point to services in favor of VPN connectivity.

### **Director, Network Engineering**

Qualys

May 2011 – March 2017

Hands on technical Manager for the IT, lab and production networks. Built the Network Operations team from the ground up. Managed a team of 7 network and security focused engineers ensuring 99.9% or better uptime while enabling the business by delivering projects on time. Evaluated, monitored and enhanced network infrastructure with an emphasis on availability, reliability, scale, security, data confidentiality and system integrity.

#### **Key Contributions:**

- Designed and delivered 3 data center network fabrics to support private cloud services.
- Performed pre and post-sales support for 45 Qualys on premise private cloud platforms. Created designs and documentation for customers to incorporate the Qualys platform into their network.
- Qualys subject matter expert for application delivery controller configuration with Qualys services.
- Built tools for automation, documentation and configuration for network services.
- Responsible for the budget for networking and data center services.
- Escalation point for all problematic or technically difficult issues.

### **Sr. Architect, Network Engineering and Datacenter Operations**

RingCentral

March 2010 – May 2011

Managed the security, network and datacenter infrastructure for a cloud VoIP service. Engineered and documented solutions to solve problems with network capacity, availability and quality. Evaluated products, e.g., network hardware including security, datacenter space, management software, and made recommendations and purchased solutions.

#### Key Contributions:

- Evaluated, purchased equipment and built two datacenters (in 3 months). This included all aspects of the physical and logical network environment, e.g., design documents, vendor evaluation, purchasing, installation, monitoring.
- Hands-on daily provisioning and trouble-shooting of a Juniper powered network.
- Provided all updates and communication for the network operations team

### **Sr. Technical Manager, Network Engineering and Datacenter Operations**

iPass

October 2007 – March 2010

Designed and implemented infrastructure, network, management and security solutions for production and lab environments. Managed and mentored 2 Network Engineers. Responsible for all projects and budget for network operations.

#### Key Contributions:

- Implemented and customized open source software for network capacity, performance and management.
- Managed over 400 network devices located in the following datacenters: Amsterdam, London, Hong Kong, Tokyo, Sydney, São Paulo, New York, Atlanta and San Jose.

### **Sr. Network Engineer**

iPass

April 2004 – October 2007

Assisted in the design and implementation of 14 global data centers. Provided 1st and 2nd level support for production and lab network issues. Assisted product management and software development in solving network issues for various product offerings.

**Technical Manager, Network Operations**

Euclid

April 2002 – April 2004

Built the operations center from the ground up which included hiring 10 team members. Developed all the processes and procedures used by the operations center. Assisted with the development of the CRM, HP-OV monitoring, Mercury Interactive performance and IDS platforms. Managed over 400 devices, e.g., unix servers, routers, switches, load balancers and firewalls.

**Technical Manager, Network Engineering and Datacenter Operations**

AlterEgo Networks

November 2000 – May 2001 (company shutdown)

Managed a team of 4 Network Engineers and a project manager supporting an 11 node content delivery network located in the United States and Europe. Designed and implemented network solutions to increase performance, reliability and security. Implemented organizational processes, e.g., escalation, project time tracking, checklists.

**Sr. Network Engineer**

AlterEgo Networks

March 2000 – November 2000

Assisted in the design and implementation of an 11 node content delivery network. Provided 2nd level support for content delivery network issues. Worked closely to solve network application issues with internal/external customers, quality assurance and software development.

**Technical Supervisor, Network Engineering**

ICG Communications

January 1999 – March 2000

Managed a team of 6 Network Engineers supporting a 300 plus node network for over 500,000 Internet users consisting of Cisco routers, switches, network access servers and ATM hardware interconnecting a nationwide network. Managed large scale network modification and upgrade projects, e.g., Cisco ATM installation, 25 plus new nodes, numerous bandwidth upgrades, customer installations.

**Network Engineer**

Netcom Online Communications

January 1998 – January 1999

Assisted in the design and implementation of a tier 1 ISP network. Provided 2nd level network support for layer 2 and 3 devices, e.g., BGP, OSPF, RIP, ISDN, Ethernet and ATM. Developed processes, procedures and tools to increase the productivity of the Network Engineering group.

**Sr. Access Engineer**

Netcom Online Communications

May 1996 – January 1998

Provided 2nd level network access support for internal organizations. Supported the Access Engineering team developing solutions to improve uptime and performance for a 300 plus node access layer. Worked closely with vendors on new products, software and solutions. Successfully implemented large projects, e.g., 56k nationwide upgrade, Seagate management implementation, location turn-ups, numerous network expansions.

### **Access Engineer**

Netcom Online Communications

February 1995 – May 1996

Supported a 3com/Lucent dial-up access layer consisting of over 50,000 modems. Worked with telecommunication carriers to resolve issues, i.e., performing loopback tests on T-carrier circuits to determine fault location. Responsible for software upgrades, hardware maintenance and internal customer support.

### **Certifications**

- **Aviatrix Network Associate**

### **Volunteer Experience & Causes**

#### **Network Consultant**

Mount Madonna School

June 2013 – August 2014

Assisted in a project to improve the performance, security and reliability of the Mount Madonna School wired and wireless networks.