WILLIAM W. WILLIAMSON

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PROJECT MANAGER WITH 19+ YEARS OF INTERNET TECHNOLOGY/TELECOMMUNICATIONS EXPERIENCE

PROFESSIONAL OVERVIEW

A multifaceted, dynamic, and solutions-oriented IT/Telecommunications professional with close to two decades of network/system engineering experience in cutting edge environments. Expertise in application development life cycle and architecture, data resource management, and information technology infrastructures. Excelled in several high profile project advisor roles for global corporations involving IT systems implementations. Strong skill set in developing, analyzing, and implementing complex network environments. Extensive product knowledge in hardware/software deliverables. Superior qualifications in team facilitation, coaching, training, customer relationship management, project management, and development and implementation of large, complex global projects. Proven leadership with customers, consistent quality in technical development of colleagues/subordinates, and demonstrated track record averting IT crisis and leading project teams to success on time and under budget. Strong interpersonal, organizational and relationship-building skills.

CORE COMPETENCIES

- **Strategic Planning**
- **Disaster Recovery**
- **Project Management**
- **Research & Deployment**
- **Risk Mitigation/Contingency**
- **Customer Service/Support**
- **Cost Containment**

- **Operations Maintenance**
- **Employee Supervision**
- **Business Systems Integration**
- **Planning & Development**
- **Client Relations/Retention**
- **Team Facilitation/Training**
- **Troubleshooting & Upgrading**

- **Systems Engineering/Installation**
- **Network Management/Admin.**
- **UNIX/Linux Administration**
- **Design/Scalability/Implementation**
- **Quality Control/Assurance**
- **Technical Analysis/Configuration**
- **Start-Up & Monitoring**

SELECTED ACCOMPLISHMENTS

- Led multiple project teams to effectively design, integrate, implement, upgrade, and plan numerous project specifics.
- Directed a team to the successful completion of a NASA project, winning awards for disaster recovery, startup and shutdown, and remote site activation without company expenditure.
- Designed and implemented the upgrade of more than fifteen hundred (1,500) network switches as well as software in three datacenters.
- Planned and assisted in the purchase of upgraded hardware, including switches and routers from multiple vendors; streamlined system applications to facilitate their implementation, monitoring, and maintenance.

PROFESSIONAL EXPERIENCE

Independent Contractor/Consultant   **Jan. 1997 – Present**
Professional Support Engineer, SUN Microsystems/Sapphire, Nov. 2008 – Apr. 2009
Architecture/Unix-Linux-Oracle Web Application System Administrator, Insight/Neustar, Oct. 2005 – May 2006
Project Management/Unix System Administrator, Sapphire/Battelle, Sept. 2005 – Oct. 2005
Metrica/Unix System Administrator, Convergenz/Nextel, Aug. 2004 – Sept. 2005
Unix System Administrator, Cornell Technical Services, Jun. 1998 – Sept. 1998
Unix Administrative Consultant, CIBER Inc/ATT., Jan. 1997 – May 1998

- Coordinated internal Sun teams including Network Security, Network Hardware, and Oracle DBA personnel to support Solaris 10 and Red Hat Linux systems; focused on the effort to support external customer.
- Updated monitoring of the applications and systems via Sun Sysedge software and other various tools, both Sun and COTS packages.
- Provided support for Sun servers, Sun Storagetek disk devices, including NAS Head 5320 storage devices and many Sparc and x86 Sun server hardware utilizing Solaris 10 OS and Red Hat Linux as well as troubleshooting those same products and coordinating personnel for repair; presented Solaris 10 solutions for zone, sendmail, monitoring solutions, and storage devices.
- Delivered Project Management assistance to coordinate timely efforts, decisions, and post-mortem; interfaced directly with customers, offered recommendations, solutions, and facilitated implementations of updates and upgrades; monitored and repaired existing and future hardware and software requirements for application support to external customer.

PROFESSIONAL EXPERIENCE (CONTINUED)

- Supported SUN and IBM UNIX servers running Oracle 10g RAC and ASM, Red Hat Linux servers running Oracle version 10.1.2.0x Oracle Application Server and Oracle BPEL.
- Installed, configured, and maintained a Development, Performance Test, and QA environment and to keep environments synchronized.
- Developed, planned, and installed an application that would upgrade an existing program from manual to automated.
- Collaborated with Oracle support on major installation issues; identified and recreated "bugs" in an effort to prevent other customers from suffering similar problems.
- Designed a deployment method for production that would not contain a "package" with minimal manual intervention, to deploy to the production servers, thus making it a smoother deployment than the existing application and a less time consuming task.
- Performed analysis, installations, configuration, troubleshooting and technical support /assistance to online production; supported a wide-range of users.
- Organized duties to setup infrastructure including troubleshooting, installation/upgrade tomcat, writing scripts to support build-out of new Data Center, postgresql, mysql, Net-snmp, Perl modules, and Netbackup.
- Upgraded, installed, and configured OS software and COTS packages; developed a scheme for future systems.
- Analyzed network, performance, and systems response; provided comprehensive application support.

Sprint/Nextel, Reston, VA   May 2006 – Apr.2008
Network Services Team Lead/System Administrator
- Utilized IBM SQM consisting of Red Hat Linux, IBM blade servers, IBM TivoliNetcool v7, TBSM, TSLA, Webtop, Omnibus/Objectserver packages.
- Acted as primary administrator; supported the Cellsight application utilizing the Solaris operating system and Informix used to collect BTS data via the OMC for the RF engineers for multiple sights and various platforms.
- Responsible for JBOSS admin; commanded a team of five (5) individuals from remote locations to stand this application up in production.
- Involved with design, scalability, disaster recovery, and operational decisions.
- Initiated re-architecting of the systems; provided additional support which elicited an award.
- Supported Metrica Operations System Support and Performance Management Application on SUN UNIX servers.
- Performed installations, configuration, troubleshooting, and technical support to online production.
- Facilitated metrica application support, Netcool support, troubleshooting, and installation/upgrade for the user community support.
- Developed scripts to monitor performance.

Sun Microsystems, McLean, VA   Jan. 2004 – Sept.2005
System Support Engineer
- Supported SUN government customers for large UNIX servers.
- Performed installations, configuration, troubleshooting and technical support to customers from pre-site inspections to online production.

AOL, Inc., Reston, VA   Sept. 1998 – Oct. 2003
Network Engineer/Senior UNIX Administrator/Team Lead
- Coordinated network requirements for multi-site applications, including redesign, fail-over, redundancy, and disaster recovery.
- Installed, configured, and maintained Juniper, Cisco, and Foundry routers and switches.
- Performed technical support for production and offline storage networks.
- Wrote scripts to report incidents to Netcool and HP Openview.
- Directed a team of six (6) employees; improved the performance of both network and system requirements.
- Initiated communications between newsgroup operations, development, and other departmental teams; supported web applications and newsgroups in addition to message boards.
- Gathered requirements for the multi-site and redesign of an application; assisted in the development of three (3) additional applications.

EDS, McLean, VA   May 1998 – Jun. 1998
Advanced Software Engineer
- Examined UNIX/Windows NT related program products for security vulnerabilities.
- Interfaced with operations and support staff; responded to customer problems and needs.

PROFESSIONAL EXPERIENCE (CONTINUED)

Hughes Technical Services Inc./NASA, Landover, MD   **Mar. 1994 – Jan. 1997**
Senior UNIX System Analyst/Team Lead/Sybase SA
- Performed network analysis, and served as the DCE administrator for the infrastructure of the TCP/IP network.
- Installed, configured, and supported SUN, HP, IBM, DEC, SGI workstations, NCD xterms on FDDI and Ethernet, UNIX and network applications, including HP Openview, DCE, Sybase.Clearcase, Mosaic, Netscape, Z-code Zmail system, and many COTS and freeware packages.
- Presided over ten (10) team members in the installation of servers, workstations, COTS custom code, and scheduling for the site.
- Administered DNS, NIS, Automount, TCP/Wrappers, Tripwire, Sudo, Crack, and Cops.
- Provided technical assistance for the infrastructure, including dns, limited router support, and application support.

Institute for Defense Analysis, Alexandria, VA   **Jan. 1993 – Mar. 1994**
Network Analyst- Held Secret Clearance
- Supplied network analysis and Internet support for internal development and production systems.
- Performed routing system administration tasks on SUN and HP equipment.

EDUCATION/ CERTIFICATIONS/ TRAINING

Villanova University, Philadelphia, PA
Project Management Program

Strayer University, Manassas, VA
Diploma/Certificate, Computer Information Systems

Lincoln Technical Institute, Allentown, PA
Associates of Science, Specialized Computer Electronic Technology

Certifications:
Certified Novell Engineer, Microwave Education Center, Frederick, MD

Training:
▪ Cisco Router/Switch ▪ DB2 and Netcool v7 admin ▪ EMC ▪ Foundry Router/Switch
▪ IBM Informix admin 1 ▪ IBM DB2 admin 1 ▪ IBM SQM Netcool Admin 1
▪ IBM SQM including OMNIbus,Reporter,(RAD)-Real Time Active Dashboard,Webtop
▪ IBM Tivoli Netcool Service Quality Manager ▪ Juniper Router ▪ Oracle DBA
▪ Sybase Complete DBA ▪ Sun Hardware ▪ Sun Solaris 9 and 10 Admin ▪ Sun Storage Software ▪ Veritas

References and Supporting Documentation Furnished Upon Request