

Curriculum Vitae of Joel Hollis

Senior Network Engineer / Senior Security Analyst

INTRODUCTION

Name	Joel Hollis	Location	Gisborne, New Zealand
Mobile	(+64) 021 260 6742	Citizenship	New Zealand
E-mail	joel.hollis@gmail.com	IT Experience	14 years (1997)
Certifications	CCNA, CNE	Direction	Security, Wireless, Networks

- I have **14 years** of full time & contract **IT experience** all in network & security roles;
 - I have **Confidence** and **experience** in all major hardware & software platforms
 - Roles containing & expertise in **Check Point** 7 years, **Cisco** 9 years, **Novell** 9 years
 - All roles **onsite network/server engineer**, with **sales** and / or **consulting**
 - Constant expertise in TCP/IP, Networks, Microsoft
- My current **direction** is towards **Checkpoint's** range of firewalls, security products and technologies;
 - Studying Checkpoint CCSA/CCSE/CCSE+/CCMA certifications, & CISSP security certification.
- As a person I take **great pride in being the best**
 - I work at my best autonomously
 - I have a willing **can do attitude**
 - I apply **logic** and methodical troubleshooting using the OSI model
 - I believe that every problem has a logical explanation, and everything can be fixed or improved
 - And at the end of the day I am rewarded by seeing the customer happy
- Experience in all business industries, telecommunications, local government, financial institutions, & banking
- Secondary Experience in Business Administration, Analysis of Financial Market & Trading Products

IT CONTRACTS AT A GLANCE

Year	Company	Location	Position	Primary Expertise
2011	CitiNet	Gisborne	Consultant / Engineer	Networks, Systems, Security
2010	IBM, Thinking, CitiNet	Auckland, Wellington	Network consultant Senior Security Analyst	Checkpoint, Nortel, Microsoft, Cisco, Mikrotik
2009	Cybercom Group	London	Infrastructure Consultant	Cisco, Business Analyst
2008	Thomson Reuters	London	Technical Specialist	Cisco, Checkpoint
2007	Reuters	London	Cisco & Checkpoint Specialist	Cisco, Checkpoint, Sun
2006	JPMorgan Chase	London	Novell Consultant	Netware, DirXML
2005	NHS	London	Novell Consultant	Netware, GroupWise, ZENworks
2004	Expert Solution Providers	Auckland	Network Engineer / Sales Engineer	Checkpoint, Cisco, Nortel, PIX, Trend, HP, Netware, GroupWise, ZENworks, Microsoft Windows
2003				
2002				
2001				
2000	Telecom	Auckland	Novell Engineer	Netware, NDS, GroupWise
1999	CommSoft	Auckland	Acting IT Manager	Windows NT
1998	Entity One Systems	Auckland	Network Engineer	Novell, Cisco, Microsoft
1997	AIT	Auckland	Student, desktop support, & assistant tutor	Windows 95, NT, Netware
1996				

IT CERTIFICATIONS & STUDY

Checkpoint	CPSC	2009	Checkpoint Sales Certification
Novell	MCNE	2004	Master Certified Novell Engineer (Electives Completed)
	CNE	2003	Certified Novell Engineer in NetWare versions 4.11, 5 & 6
	CNS	2003	Certified Novell Salesman in versions 5 & 6
	CNA	1999	Certified Novell Administrator in Netware v4 & GroupWise 5.5
Cisco	CCNA	2002	Cisco Certified Network Associate
HP	ACT	1999	Accredited Compaq Technician
AIT	ACBC	1998	Advanced Certificate in Business Computing (Auckland Institute of Technology)

IT EXPERIENCE MATRIX

Admission to the following denotes engineer level experience & confidence

SERVER & APPLICATION				
NOVELL	MICROSOFT	HP	UNIX	MISC
Netware (v3-6.5)	Windows Server (VNT4-2008)	Proliant Servers	Linux (suse, redhat)	Citrix (server, xen)
GroupWise (v4-7)	Exchange (v5.5-2007)	ILO	FreeBSD	VMware ESX (3.5-4.1)
e-Directory	Active Directory	Compaq		IBM Blade Servers
ZENworks (v1-6)	Windows (DOS-Win7)		ANTI VIRUS	EMC SAN
BorderManger (v3)			Trend Micro	Dell

NETWORKS & SECURITY				
CISCO	CHECKPOINT	NORTEL	FIREWALLS	SERVICES
Switches (<6509)	Firewall-1 (v4-R75)	Alteon Firewalls	Check Point	Auditing
Routers (<7200)	Cluster-XL, VSX	Switches	Cisco, Linux	Documentation
PIX (5xx/ASA)	VPN (client & site)		DESIGN	Performance Tuning
Load Balancers (11x)	IPS	PROTOCOLS	LAN	Design
IOS, CATOS	OPSEC Integration (snort)	IP, IPX	WAN	Packet Analysis
Security Hardening	Security Policy & NAT	Routing, Sub-netting	INTERNET	Troubleshooting
Performance Tuning	Policy Optimization	ISP Protocols	WIRELESS	Security Auditing

SUMMARY OF IT CONTRACTS

<p>CITINET (self employed / contracting)</p> <p>Since returning to New Zealand, I have been self employed & contracting through my company www.citinet.co.nz. The nature of the work is contracting on fixed term contracts to the likes of IBM, providing local IT support to Gisborne businesses, and providing senior network & security expertise to Thinking Ltd (an Auckland IT consultancy). A majority of work in Gisborne is to GisborneNet (a local wireless ISP) which includes redesigning the entire network from the ground up including IP addresses, subnets and routing protocols. This also includes configuration of MikroTik RouterBoards, supporting the ISP with operational faults, working with new clients to integrate into the ISP and providing technical support to its clients outside of the scope of the ISP. The clients at Thinking are of a diverse range throughout New Zealand and the work has been predominantly Checkpoint and Cisco such as Check Point firewall support & upgrades, Alteon firewall migrations, RSA integrations, providing high level expertise on Checkpoint security policy configuration, integrating with Ciscos & Juniper Netscreen's for site to site VPNs and providing sales of Checkpoint products & maintenance. Other work includes Avaya Nortel switching & stacking, Cisco switches, routers & PIX firewalls, BlueCoat Packeteers, VMware upgrades and performance optimization, TCP/IP design recommendations, security auditing (firewall penetration testing), server room power & cable design, Cisco standardization and security configuration, Microsoft Exchange 2007 design auditing & recommendations, and other general support and administration of Microsoft, Cisco, Nortel, Linux 7 Novell. CitiNet is a sales partner for Check Point & Jetico, whom create local disk encryption software.</p>
<p>IBM (Senior Security Analyst)</p> <p>I contracted to IBM in Wellington for 6 months during 2010, I worked in the Security Operations Management team which worked closely with the border security team, a finance client, partners of the client, external vendors and project managers. My role was to design & integrate security solutions using their existing security infrastructure to integrate new applications, upgrades or add new features. The work was a combination of high level documentation, technical documentation, change management and also included some hands on technical work assisting the border team with diagnosing Check Point configuration issues & faults using production and lab equipment. Relevant product experience was Check Point VSX, Cisco, BGP, Anti Spoofing, Alteon, IP addressing, NAT & routing</p>
<p>CYBERCOM GROUP (IT Consultant / Business Analyst)</p> <p>For Cybercom I project managed the installation of voice services from BT when Cybercom moved premises, I performed a network performance audit for a Financial organization whom was spread across several sites operating central network Citrix environment. This audit consisted of reviewing ICT strategy, budget, use of Citrix, choice of ICT vendors and network technology plus I conducted interviewed staff & vendor interviews to gauge acceptance of ICT procedures, uptake of technology, and finally provided recommendations in a detailed report.</p>
<p>THOMSON REUTERS (Cisco / Check Point Consultant)</p> <p>This consisted of 2 projects over 9 months. The first project was the common platform project which was a proof of concept for system consolidation and consisted of some 300 servers on both VMware and HP Proliant's. The work was implemented by Savvis, and my responsibility was to design and implement via Savvis all network (Cisco) & security (Checkpoint) change requests to get the system built, managed documentation, perform network testing to ensure the work was completed and work with the business to ensure the systems were implemented to their design. I assisted with IP sub-netting, hardware provisioning, updating documentation, interpreting business requirements and suggesting appropriate technologies & designs. The second project involved working with the development team to build a proof of concept network to replace serial technologies for dealing and matching trading with TCP/IP.</p>

REUTERS (Cisco / Check Point Consultant)

This was a 1 year contract to Reuters via Cybercom to build a Cisco & Checkpoint network for the FXMS project which was a joint project between the Chicago Mercantile Exchange (CME) and Reuters to provide a centrally cleared foreign exchange trading platform. I was involved with the design and ordering of hardware, designing the entire IP sub-netting & routing structure, building the proof of concept and writing install documentation. The project continued with a trip to Chicago to assist with the installation, diagnosing software bugs in Checkpoint R55 between SecureXL and the HP Quad network card driver, isolating two network cards with duplicate MAC addresses which caused the cluster to fail, configuration of Magic MACs supporting several firewall clusters on shared switch hardware, and later remotely deploying a full site via DWDM, and building a 3rd site for development. The full hardware which I had full configuration responsibility over consisted of 36x Cisco Catalyst 4948s, 6x Cisco 11503 Load Balancers, 24x Cisco 3845 routers, and 21x pairs of checkpoint R62 Firewall-1 / Cluster XL, importing management into Provider-1. Technologies I was proficient with included Cisco IOS, HSRP, SSH, trunking, BGP, MSRP, Sun IPMP, HP ILO, Windows 2003 / HP networking.

JP MORGAN CHASE (Senior Novell Analyst)

This was a 6 month contract to JPMorgan Chase working on their directories support team which consisted of ensuring the smooth running of the Microsoft AD and Novell eDirectory which contained approximately 200,000 users and was synchronized with DirXML. Further work consisted of rebuilding failed Windows domain controllers, remediation of objects stuck processing in DirXML, troubleshooting of the DirXML servers, troubleshooting time synchronization issues throughout their European operations environment, maintaining several NDS trees, writing a security audit report on who had high level of rights throughout Europe and writing a migration and decommission document for several older Novell NDS networks which were being migrated into the key production tree. Other work included migrating data on several storage volumes between Netware NSS, Trustee migrations, and working with the business units to perform the change

NHS (Senior Novell Engineer)

This was a 1 year contract to Charing Cross Hospital (100+ servers, 8000 users, 3500 desktops), which initially started as a 1 month contract to assist with support faults. During the first month I completed an audit & health check of their Novell environment, and wrote a business case outlining the need to standardize and how to fix their faulty systems. I was then contracted for the full year to implement the recommendations I made. This included creating a Novell cluster on an EMC SAN to provided rapid fail over of data volumes & GroupWise services. I single handedly rebuilt over 95% of their entire Novell system from the desktop to the server. Some major achievements were standardizing on Netware 6.5, fixing an un-documented Netware 6.5 memory leak, reducing the login time from 2-5 minutes down to 3-10 seconds from login to NAL application launcher running. Technologies I was proficient with included ZENworks 4.01, NDS, DNS, SLP, LDAP, OSPF, Novell Application Launcher and snapshot, NTP time sync, multiple site redundant configuration, network load balancing, Novell password self service, GroupWise, GroupWise Instant Messenger, certificate authority for internal certificate signing, user password self service, VERITAS NetBackup, Netware server scripted install.

EXPERT SOLUTION PROVIDERS (Senior Network Engineer)

I contracted to and was later employed by ESP for 4 years as a senior network engineer in their network infrastructure & security team. ESP looked after numerous companies and government bodies primarily in Auckland. For one year I was also a sales engineer, doing both my network duties and looking after the relationship & sales for about 25 small business customers. My work specialized on all things Novell, and included providing support for new customers, environments and products. I also designed ESP's Checkpoint & open source IDS product which created an IPS using the Checkpoint OPSEC protocol and Snort IDS. At various times I was sub-contracted out to Novell, NEC, Fujitsu, and other IT vendors to provide senior IT expertise. I also setup ESP's partnership with Novell.

TELECOM (Novell Engineer)

My role at Telecom NZ (10,000 users, 130 Netware Servers) was a contract through Computerland during the introduction of EDS. This role was primarily 2nd level Novell support of Netware, GroupWise, NDS, user administration and troubleshooting, & Windows integration troubleshooting, working from a fault queue & with end users. This also included some 3rd level support assisting with managing the server infrastructure. During this time I was one of only two contractors ever to be awarded two internal recognitions for the telecom 'being the best' award which showed excellence in customer service as recognized by the customers, and another for closing 100+ calls per week for several months running which recognized high achievement in the team. While also working for Computerland I was a part of their Novell support team which included on-call support for 1 year, and was on call for Novell support over the y2k.

COMMSOFT, ENTITY ONE SYSTEMS, AIT (Network Engineer)

The roles at Commssoft (software development company of 50 users), Entity One (solution provider) and AIT (polytechnic) were a mix of desktop, server and network support, primarily providing the Novell expertise, but encompassing all integration facets including the network hardware, cabling, Cisco, Microsoft Windows desktops (including DOS) & NT servers, early configuration of internet connectivity for email, smtp, dns, and web browsing, most of which were on shared dial up or ISDN. While studying at AIT I co-tutored a Novell Netware paper and wrote most of the updated courseware at that time installing and managing Netware 4.11. I also worked for the AIT IT department doing desktop support and roll outs of hardware into classrooms using Ghost. Entity One was one of my most challenging and rewarding role as I had no up-stream support and had to resolve all faults alone. This proved extremely beneficial to my technical ability.