

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

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### Technology Knowledge

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

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### Professional Experience

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#### INTERNATIONAL SERVICE NETWORK / TECHNICAL MARKETING ENGINEER (1990—Present)

CompuServe; Phoenix, AZ

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#### Problem Solving | Change Management | Quality Assurance | Customer Experience

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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.

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## PRODUCT MANAGEMENT

- Primary stakeholder for product design influential in determining if design includes supportability of the product before the product is released.
- Spearheaded the process and SNAs with CS Networking labs for reporting security vulnerabilities to CS customers utilizing the CS Security Bulletin process; implemented the security vulnerability E-Share site, trained lab and support engineers, and maintained false positive lists.
- Ensured quality of product updates and determined supportability and product readiness for deployment and for production.
- Expertise in building high-performance product solutions while managing large-scale and aggressive technical projects that deliver results.

## LEADERSHIP & CUSTOMER EXPERIENCE

- Designed and facilitated multiple International onsite and virtual training classes for as many as 50 employees to educate customer service representatives on product supportability issues to cover various fixes to common issues and minimize unnecessary escalations.
- Instructor during CS Webinar events for Printing and Imaging Network and Security.
- Led customer escalations for networking, printing, and imaging devices—analyzed network traces and reproduced failing scenarios in the lab utilizing E-Wire, Ethernet, Software Network, and Multi-Gig.
- Direct the customer experience for device failures—quickly identify defective parts and utilize strategic solutions to drive the right options that maintain profitability and market reach.
- Enhanced customer support through data collection of CS Networking products utilizing the Virtual Remote Support (VRS) system designed for mission critical issues and for proactive issue resolution for customers of CS Networking (CSN) equipment.
- Provided troubleshooting guides for the Call Center on Software Access Control solutions, NES product troubleshooting, and Virtual Manager upgrades and migration; also delivered updates to the CS Network Security Guide.
- Early beginnings in Quality Assurance—developed test plans and execution of test plans for networking products of CS's printing devices for BVSP, NLP, VGP, CSv8, HCSv5, NSCPv9, NGSPv3, and DNS.

**EARLY CAREER:** SYSTEM LEVEL TEST ENGINEER—Soft-Tec; Managed a multimillion-dollar mainframe inventory using the San-Fan system as a 1<sup>st</sup> shift foreman; Provided troubleshooting expertise for failed boards.

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## Education

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**Bachelor of Science in Electrical Engineering Technology**—Blue Institute of Technology; GPA 3.8/4.0

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## Published White Papers

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The Network Security: <http://h20022.www4.CS.com/bc/docs/support/FictionalSupportManual.pdf>

CS-Sec: <http://h20022.www4.CS.com/bc/docs/support/FictionalSupportManual.pdf>

HCSv5: <http://h20022.www4.CS.com/bc/docs/support/FictionalSupportManual.pdf>

902.1X: <http://h20022.www4.CS.com/bc/docs/support/FictionalSupportManual.pdf>

CS Net-direct and SSL/TLS: <http://h20022.www4.CS.com/bc/docs/support/FictionalSupportManual.pdf>

CS Net-direct Security Guidelines: <http://h20022.www4.CS.com/bc/docs/support/FictionalSupportManual.pdf>

How to utilize software infrastructure to protect CS printing and imaging devices:  
<http://h20022.www4.CS.com/bc/docs/support/FictionalSupportManual.pdf>