

Robert T. Nelson
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Technical Skills

TCP/IP networking	Expert systems administrator
Systems administration	Shell scripting / code editing (C/C++, Perl, Python) Capacity planning / scalability
Open Source Software	OS/compiler bootstrap & cross-compiler Kernel internals (performance tuning) Small scale versatile clustering
Operating Systems	Linux (Gentoo, Slackware, Knoppix, Debian, RedHat, Ubuntu) BSDI, Solaris, SCO, UnixWare, HP-UX, IRIX, Digital UNIX, Windows 3.0 through 2K3/Vista, Novell Netware, Mac OSX, Mac OS9, VMware Workstation/Server
Network Security	Linux IPTables, Checkpoint FW1, VPNs, WAP, WEP, PPTP, various intrusion detection systems, Cisco PIX & VPN3000, Sniffer/Protocol Analyzers
Network Protocols	FTP, HTTP, NNTP, NTP, DHCP, SMTP, POP3, IMAP, Radius, DNS, WINS, NFS, CIFS, NIS, TCP, UDP, IP, RIP, OSPF, ATM, Frame relay, Ethernet, PPP
Hardware Platforms	Cisco, Nortel, and Lucent routers and switches, Intel, Dell, HP, Compaq, AMD, Sun, SGI, DEC, Mac workstations and servers Network Appliance (for mixed NFS/CIFS environments) Terminal servers, modem banks, telephone channel banks, PBX

Experience

Community Manager / SysAdmin, PeopleBrowsr, Inc Palo Alto, CA 2009 - Present	<ul style="list-style-type: none">◆ Social Network monitoring for PeopleBrowsr's brand & products plus several high-caliber clients (e.g. Comcast, Kodak, 140conf)◆ Community engagement – support, brand evangelism, user-advocacy◆ Plan, execute social network marketing campaigns for PB & clients◆ Evangelize PB products, especially to early-adopters & bloggers◆ Systems Administration & Monitoring: applications performance, nagios admin, general linux systems admin. DNS admin◆ Live production systems testing, bug verification & reporting.
Network Engineering Consultant Clients in OR, CA, MT 2004 - Present	<ul style="list-style-type: none">◆ Network engineering and systems administration for mid-tier internet application service providers in the Pacific northwest◆ Comprehensive expertise in high-throughput systems and networks◆ Solid experience in VPN/Security implementations including Cisco PIX, VPN3000 concentrators◆ Highly competent in network management & server virtualization; expert in VMware Workstation/Server◆ Knowledgeable in Windows 2003 Server / Active Directory / TermSvcs / Group Policy installs
Partner. The Village Oracle Weed, CA 2001 - 2004	<ul style="list-style-type: none">◆ Conceptualized, built and opened cyber cafe.◆ Designed and engineered fully secure, Linux / VMware / Windows XP based network with custom features◆ Wrote custom jukebox in UNIX shell scripts to support customer-driven interactive, music selection and playback◆ Full system documentation supported training of café technical staff◆ Café built to serve as local focus point for evangelism of Organic & non-GMO foods, coffee, internet collaboration among artists.

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**Network Operations Manager,
Flycast Communications Corp.**
San Francisco, CA

1997 - 1999

- ◆ Designed and engineered \$10 million network/server infrastructure
- ◆ Managed all aspects of production & development infrastructure
- ◆ Negotiated multi-million dollar telecom and data center contracts
- ◆ Sourced and procured all network infrastructure hardware
- ◆ Managed staff of employees and contractors
- ◆ Manage teams for production roll outs
- ◆ Developed trouble ticketing and configuration management procedures
- ◆ Oversaw system debugging

President and CEO,

**The Internetwork Operating
Company, Inc.**
San Antonio, TX
1995 - 2000

- ◆ Design and implementation of access networks plus strategic technical planning to Internet service providers
- ◆ Hardware procurement and installation plus back-end technical support and maintenance
- ◆ Provided all business development
- ◆ Negotiated policy changes to save Texas service providers millions of dollars in state fees
- ◆ Active member of Texas ISP Association

**Co-Founder,
Tristero, Inc. and The Coffee Gallery**

San Antonio, TX

1994 - 1995

- ◆ Founded one of the first Cyber-Cafés in the United States as a mechanism to provide consulting, design, and implementation to companies new to the Internet
- ◆ Conceptualized and implemented business development and marketing strategy
- ◆ Acted as technical lead for project design and implementation
- ◆ Oversaw staff training and development
- ◆ Sourced and booked all events
- ◆ Acted as lead consultant to client base for strategic technical development and implementation, internet evangelism

Office of Technical Computing

University of Texas at San Antonio
San Antonio, TX
1990 - 1994

- ◆ Department of Academic Computing, oversaw technical support for university faculty and staff
- ◆ Supported all off-campus network environments
- ◆ Acted as primary contact person to more than 2000 administrative users.
- ◆ Developed automated distribution methods for anti-virus tools
- ◆ Supervised staff of desktop support technicians
- ◆ Oversaw deployment of all desktop computers and networks
- ◆ Consulted w/ research faculty on special projects, supercomputing needs
- ◆ Developed and maintained a 30 seat computing classroom used to train faculty and staff in several different operating environments

Education

University of Texas
San Antonio, TX 1989 - 1991

English/Philosophy Double Major

Northern Illinois University
DeKalb, IL 1987-1988

English/Philosophy Double Major
