

---

# Ken Brown

554 Bolivar Street, Peterborough, Ontario, K9J 4R8  
705.743.8673  
ken.brown@sympatico.ca

---

## PROFILE

- Innovative IT professional with proven experience in planning, developing, maintaining and improving high availability, mission critical networks and systems.
- Ability to formulate and manage strategic partnerships.
- Skilled in the development and maintenance of trust-based customer, client and staff relationships.
- Demonstrable technical expertise in the analysis, design and implementation of solutions and strategies to successfully and cost-effectively achieve organizational goals.
- Strong service background integrating diverse technologies.
- Successful in introducing new technologies and in leveraging and extending existing investments.
- Experienced and proficient in a wide variety of networking technologies and operating systems including Cisco, BSD and SysV UNIX, Linux, Novell and Microsoft.
- Extremely well organized and able to prioritize work.
- Believes in leading by example.
- Compelling and dynamic facilitator.
- Predisposed towards service and action.
- Proven ability to perform under pressure and meet deadlines.
- Ability to effectively convey and discuss information technology issues and solutions with senior management.
- Highly motivated team builder/player with excellent oral and written communications skills.

## EMPLOYMENT HISTORY

CONSULTANT

APRIL 2003 – PRESENT

- Web site consulting & design.
- Business systems, applications, network and hardware consultation and support.
- Problem troubleshooting, solutions recommendations and implementation.

TRENT UNIVERSITY

MANAGER OF NETWORK & SECURITY OPERATIONS

JANUARY 2002 – MARCH 2003

ALSO KNOWN AS: PROJECT MANAGER AND SYSTEMS ANALYST (SECURITY)

- Designed and implemented network core overhaul to replace legacy electronics with current generation switching and routing electronics. Successfully created a robust, secure and scalable network infrastructure. Delivered network stability and dramatically improved service. Achieved significant savings by transferring knowledge to staff team and eliminating the requirement to out-source network management.
- Designed and specified expansion of campus network to meet the requirements of \$36M new building project and to handle future expansion cost effectively. Identified strategic opportunities for integration of VoIP technology resulting in increased flexibility, potential

cost reductions of \$100K annually, and provision of an exit strategy option from the legacy PBX system. The project resulted in senior executive approval and the issuing of a detailed and specific Request for Quotation followed by implementation.

- Designed and specified network security architecture including intrusion detection, monitoring and firewall functions. The project resulted in a clear set of recommendations and costs fulfilling the objectives identified by the President and senior executives.
- Developed and implemented secure and robust bastion host mail exchange infrastructure utilizing qmail. Significantly improved mail flow in and out of the organization, increased security, reduced mail borne viruses and spam, and improved client relations without significant impact upon existing budget. Inspired and assisted staff team to acquire new skills and expand knowledge base.
- Identified and implemented centrally managed organizational anti-virus strategy. Resulted in anti-virus software protection for organizational systems and servers and for the domestic systems of the staff, students and faculty. Reduced IT staff anti-virus software maintenance requirements.
- Formulated the organizational Network and Security Policy resulting in clear and understandable regulations and obligations covering the use and management of the network and all networked resources.

TRENT UNIVERSITY  
SYSTEMS ADMINISTRATOR

NOVEMBER 1986 – DECEMBER 2001

- Designed, implemented and managed UNIX and Novell eDirectory environment and services. Introduced Novell NetWare to the organization resulting in Novell services becoming the solid foundation for mission-critical operations for faculty, staff and students. Novell services include NetMail (NIMS), GroupWise, ZenWorks, and Cluster Services.
- Network design, implementation and management (e.g. analysis, router & switch selection and configuration, change management, troubleshooting).
- Developed, implemented and managed device monitoring and host-based security (e.g. SSH, TCP Wrappers, MRTG, SNMP, etc.).
- Article published by Novell Cool Solutions: "How to build NIMS 3.0 in a 2 node NetWare 6 Cluster" ([http://www.novell.com/cool solutions/netmail/features/tips/t\\_nims\\_clustering\\_nm.html](http://www.novell.com/cool solutions/netmail/features/tips/t_nims_clustering_nm.html))
- Implementation, integration and management of UNIX environment (e.g. Linux, Tru64, Ultrix) supporting both administrative and academic objectives including the provision of organizational web services.
- Implementation and management of Microsoft Windows 2000/NT server environment.
- Provided technical support to the Library's Citrix administrator.
- Singular UNIX resource person for Computer Science/Studies and other faculties (e.g. Physics, Mathematics). Provision of support for integration of new SUN/Solaris laboratory into organizational networked environment.
- Responsible for setting organizational standards for networked/networking applications, standard desktop computer imaging, application distribution and the integration of a heterogeneous mixture of desktop computers into a networked client/server environment, etc.
- Designed implementation of, and subsequently managed, a variety of core TCP/IP services (e.g. DNS, DHCP, SMTP, IMAP, POP, NTP, HTTP, NNTP, FTP, LDAP, SSL, etc.).
- Established network design objectives and standards as well as standards for equipment in the data center.

- Introduced World Wide Web services (www) to the organization resulting in expanding promotion of the organization to a global forum and electronic publication of faculty research. (Prior to the existence of the web, initiated and managed the text-based Gopher service).
- Web site design and maintenance (e.g. APACHE, HTML, CGI, etc)
- Designed, implemented and managed the organization's first ethernet networks and first public computer labs.
- Cultivated good will and supportive "high-trust" relations with heterogeneous client base comprised of administration, faculty and student constituents.
- Fostered excellent relationships with vendors, suppliers and other organizations.
- Managed 3<sup>rd</sup> party vendors and Service Level Agreements.
- Identified IT staff and end-user training requirements.
- Technical mentor to professional IT staff.

#### SELF-EMPLOYMENT

JULY 1986 – NOVEMBER 1986

- Microcomputer systems analysis, custom programming and design.
- Developed several business applications, largely using dBase III, including inventory system for a restaurant chain and a delivery scheduling system for a trucking firm.

#### SURGIKOS CANADA

COMPUTER OPERATOR

MAY 1986 – JULY 1986

- Microcomputer applications instruction.
- IBM/36 operations.
- Peripherals maintenance.

#### STUDY AND SELF-EMPLOYMENT

MAY 1984 – MAY 1986

STUDY: Electrical Engineering Technician/Controls program at SSFC

#### SELF-EMPLOYMENT:

- Instructor, Private Pilot Ground School (Trent Air Aviation).
- Aviation Fuel Franchise Operation (Trent Air Aviation).

#### I.M. COOPER COLE LTD.

GENERAL AND PRODUCTION MANAGER

JUNE 1981 – DECEMBER 1983

- Organized and supervised manufacturing operation producing high quality outdoor wear (3 departments, 12-23 employees). Streamlined the production facility, reversed losses and operated at a profit.
- Improved quality of work and finished product and assured delivery schedules were met.
- Generated greater customer satisfaction.
- Enhanced employee moral and productivity.

## **PROFESSIONAL DEVELOPMENT**

- Building Cisco Multilayer Switched Networks, February 2002
- Internetworking Cisco Network Devices, April 2001
- TCP/IP Troubleshooting with Protocol Analysis, August 2000
- NetWare 5.1 Upgrade Lab, August 2000
- Digital UNIX V4.0 System Administration, 1997
- ULTRIX System Administration, 1993
- Novell Service and Support, 1989
- Zenith Data Systems Technical Support, 1988
- Production Operations and Management Certificate (George Brown College), 1982

## **EDUCATION**

- Electrical Engineering Technician/Controls, 1986  
Sir Sandford Fleming College, Peterborough, Ontario  
(Awarded: Quaker Oats Award for Excellence - top graduate in programme)
- BA, Joint-Major Anthropology/Comparative Development, 1980  
Trent University, Peterborough, Ontario  
(Awarded: Reginald R. Faryon Scholarship)

## **OTHER SKILLS AND ACCOMPLISHMENTS**

- "Secret" security status - Canadian & International Industrial Security Directorate (CIISD).
- Member of Trent University Senate.
- Artspace Board of Directors and Building Committee member.
- Trent Radio Building Project consultant.
- Commercial pilot's licence.
- Piloted 1947 Stinson to west coast and back.
- Musician (violin).
- Heritage home restoration.
- Member of National Association of Certified Home Inspectors (NACHI).

*References available upon request.*