

Joe Anthony Khamis

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SUMMARY OF EXPERIENCES

Information systems specialist with over 10 years experience in various facets of the computer industry. A unique mix of skills has ensured success in the areas of retail and corporate sales, technical support and project management. Expertise has focused on Local and Wide Area networking technologies, security and Project implementations.

Major Project achievements include:

MasterCard International Data Centre Relocation

Ord Minnett Data Centre Relocation Project

Boral Frame Relay Transition Project

AXA Network Rationalisation Project

IBM/Lend Lease Critical Situation Project

QANTAS Network Redesign Project

QANTAS NetWare/Y2K Server Refresh Project

Technical Support achievements include:

Chubb Security Holdings Australia

Department of Defence

Boral Information Technology

Dow Chemical (Australia)

Dell Australia

IBM Global Services Australia

AXA Asia Pacific

Central Sydney Area Health Service

EDUCATION AND QUALIFICATIONS

Bachelor Science Degree. University of Sydney

Geotrain NetGun #10 CCIE Academy

Cisco CCIE – Routing and Switching Qualification Exam

Cisco Certified Design Professional

Cisco Certified Network Professional

Master Certified Novell Engineer Client/Network Solutions: IntraNetWare and Windows NT Integration

Novell Certified Novell Engineer 6, 5.x, 4.x and 3.x

Novell Certified Novell Administrator 6, 5.x, 4.x and 3.x

Novell Specialist Internet Security Management with BorderManager

Microsoft Certified Systems Engineer

Microsoft Certified Professional + Internet

Computing Technology Industry Association IT Project+

PROFESSIONAL HISTORY

MasterCard International., North Sydney. December 2002 – December 2003
Project Lead/Senior Network Engineer, Technical Project Management Team

- Technical Project management for the relocation of the Australian Processing Centre (APC)
- Design and installation of the Network Infrastructure in the Fujitsu Internet Data Centre (IDC), North Ryde
- Coordinated and performed the de-commissioning of the MasterCard Regional Hub Centre
- Installation and configuration of network devices in the APC Disaster Recovery (DR) site
- Managed the testing of 40 MasterCard members to the new Primary site
- Produced and updated entire WAN and LAN documents for Primary, DR and Regional Hub sites
- Documented initial pilot project for VPN and Frame Relay roll out to Mastercard member
- Managed and coordinated the physical move of network infrastructure into the IDC
- Planned and coordinated the implementation of cabling infrastructure and rack equipment in the IDC
- Certification of network infrastructure; verified functionality of core backbone (Cisco 6509 switches)
- Validated IP addressing scheme, VLANs and port assignments; identified and corrected failure points
- Validated Nokia IP 530 firewall security access; SNMP functionality and out-of-band connectivity
- Documented and updated Mastercards' Telstra circuits terminating in the Flexnet
- Planned and coordinated the floor diagrams for the cabling infrastructure and rack elevations
- Implemented Frame Relay circuits for Mastercard members with direct Internet circuits to IDC
- Managed the procurement of InRange Matrix switch equipment for IDC; valued at \$350,000.00 AUS
- Project management of various Production and Operations based sub-projects
- Installation, documentation of Mastercard Regional Hub in IDC
- Installation, configuration and troubleshooting Cisco 2500/2600, 4000, 3745 and 7200 series routers
- Installation, configuration and troubleshooting Cisco 2900, 5000/5500 and 6500 series switches
- Troubleshooting Cisco PIX 515 (FOS 6.2) and Nokia IP 530 firewalls (IPSO 3.2)
- Troubleshooting network connectivity issues of Sun servers
- Installation and configuration of Member owned data-encryptor equipment
- Liaison with vendors (Telstra, Netstar, Equant, Syndeticom and Hypercom)
- Installation, configuration, documentation and troubleshooting Hypercom gateway equipment
- Troubleshooting X.25 and SNA WAN connectivity using Sniffer technology
- Implemented Disaster Recovery procedures for National Australia Bank
- Installed, documented and configured dial-backup procedures for new members
- Implementation of remote system monitoring of Telstra circuits

Ord Minnett Holdings Pty. Ltd., Sydney. September 2002 – December 2002
Senior Network Engineer, NetWare Consultant

- Audit and documentation of Ord Minnett Data Centre infrastructure
- Coordinated and performed the relocation of Data Centre LAN and WAN infrastructure
- Redesigned rack layout of Data Centre
- Installed, configured, deployed file/print servers in production environment and disaster recovery sites
- Implemented backup and restore procedures
- Documented disaster recovery procedures
- Novell GroupWise 6 client implementation
- Analysis of Frame Relay, ISDN and DSL WAN environment
- Troubleshooting BorderManager 3.6 firewall/proxy and Citrix servers
- Troubleshooting NDS, NetWare 4.x/5.x, Windows NT/2000 and Solaris UNIX server environment
- Configuration and implementation of Allied Telesyn switch and Cisco PIX 515
- Conducted enterprise perimeter and internal security assessments using Nessus and Saint
- Configured intrusion detection with Snort on Linux and Windows NT Server

Chubb Security Holdings Australia Pty. Ltd., Ashfield. August 2002 – September 2002
Communications Engineer

- Third level LAN and WAN communications support.
- Installation, upgrade and troubleshooting of the WAN and LAN comprising of Cisco routers and switches
- Configuration and deployment of Cisco routers and switches in the Chubb Asia Pacific centres
- Network monitoring and performance evaluation of LANs and WANs
- Configuration, testing and administration of Cisco Concentrator 3005
- Administration of Checkpoint Firewall-1 NG (Windows NT Server)
- Coordination of frame relay circuit upgrades; converted ISDN circuits to Frame Relay
- Monitoring WAN with HP Openview, IP Sentry, MRTG and CA Unicenter TNG
- Implemented internal security access lists on Cisco routers and switches
- Integration of Windows 2000 and Citrix MetaFrame servers in Chubb network infrastructure

PROFESSIONAL HISTORY

Allied Technologies Group, Frenchs Forest. February 2002 – July 2002
Senior Network Engineer

- Provided pre-sales support, cost estimates and technical input for Bid/Quote preparation
- Provided post-sales warranty, maintenance support and advice on emerging technologies or products
- Provided pre-sales support to the Account Managers
- Provided accurate information to staff preparing or reviewing a tender
- Assisted with development of the technical elements of tender responses
- Provided technical documentation for completed projects
- Provided post sales support under warranty and maintenance agreements
- Identified new and emerging technologies or products that support or improve corporate capability
- Compiled reports and documentation regarding technical and operational issues as required
- Provided technical support to operational network systems
- Systems analysis and design of more complex network integration tasks
- Liaised with users and clients, provided advice on a range of information technology problems
- Evaluated and reported on the operational efficiency of network systems and communications systems
- Documentation and redesign of corporate LAN/WAN infrastructure of the Allied Technology Group
- Network Analysis for Department of Defence campuses and corporate clients
- Documentation and audit of Department of Defence campuses and corporate clients
- Installed, configured and tested equipment from Cisco, Avaya, 3Com, Nortel and Enterasys
- Installation, configuration and documentation of Oki Internet Voice Gateways
- Installation, configuration and documentation of Cisco PIX and NetScreen firewalls
- Installation, configuration and documentation of Enterasys Dragon Intrusion Detection System

Boral Information Technology, Parramatta. May 2001 – December 2001
Cisco Consultant, Telstra Optus WAN Migration Project

- Project managed the Frame Relay carrier transition from Telstra to Optus for Boral WAN
- Documented and audited the Boral Common Communications Network (BCCN) WAN
- Implemented the transition of frame circuits in 38 primary, secondary and major hub sites
- Redesigned BCCN from a single to multi-area OSPF environment
- Preliminary redesign of WAN prior to transition to Optus MPLS Core network
- Developed an implementation strategy transitioning Telstra to Optus frame relay services
- Third level WAN support including over 400 Cisco routers and switches
- Configuring, troubleshooting and monitoring Cisco 1000, 2000, 3600, 4000 and 7000 series routers
- Configuring, troubleshooting and monitoring Cisco 1900, 2900, 5000 and 6500 Catalyst switches
- Troubleshooting OSPF and RIP protocols in BCCN
- Established bandwidth management utilisation of frame relay and ISDN links with MRTG
- Conducted enterprise perimeter and internal security assessments using Nessus and Saint
- Conducted penetration tests, secured internal wide area network infrastructure
- Reconfigured Cisco internet routers to enhance corporate security and prevent attacks

Dow Chemical (Australia), Frenchs Forest. February 2001 – May 2001
WAN Network Engineer, Dow International Regional Operation Centre, Sydney

- Third level WAN support of international company including over 700 Cisco routers
- Configuring, troubleshooting and monitoring Cisco 2000, 3000, 4000 and 7000 series routers
- Monitoring and troubleshooting Frame Relay, ISDN and DSL circuits
- Monitoring and troubleshooting Checkpoint Firewall-1 (UNIX) and NT IIS servers
- Troubleshooting FDDI and Ethernet enterprise backbones
- Troubleshooting Decnet and IS-IS protocols, exposure to BGP and OSPF protocols
- Configuring, troubleshooting and monitoring Cisco Catalyst and 3Com Superstack switches
- Monitoring networks with Concord Network Health, Visual Uptime, Sniffer Pro and MRTG
- Resolving network issues with VMS, IBM Mainframe, NT Server and Workstation teams
- Co-ordination with Dow international regional centres in North America and The Netherlands
- Co-ordinating third party service providers and carriers – MCI, AT&T, WorldCom and Comdisco

PROFESSIONAL HISTORY

Klattu Internet Services, Dundas. February 2001
Security Consultant

- Installed, configured and documented Linux (RedHat, Debian and Mandrake) and FreeBSD servers
- Configured and hardened Web, FTP and DNS servers; implemented iptable and ipchain firewalls
- Hardened Linux servers using Bastille Linux; installed and configured Tripwire Linux
- Conducted enterprise perimeter and internal security assessments using Nessus and Saint
- Conducted penetration tests, secured internal wide area network infrastructure
- Provided recommendations to minimise SMTP Spam Relay Attacks and FormMail Attacks
- Compiled, installed and customised free SSH and OpenSSH on Linux and FreeBSD
- Configured intrusion detection with Snort on Linux and Windows NT Server
- Implemented IPsec tunnel mode VPNs for remote administration of Linux servers

IBM Global Services Australia, Sydney CBD. September 2000 – February 2001
Network Engineer, Server Infrastructures Division

- Windows NT Server support. Participated in several projects
- Resolved enterprise wide issues with NetWorker Legato backup software for Southcorp account
- Documented Mercantile Mutual enterprise NT domain infrastructure
- Developed and documented security and audit procedures for Windows NT servers

AXA Asia Pacific Holdings Limited, Sydney CBD. March 2000 – September 2000
Technical Consultant, AXA Network Rationalisation Project

- Project managed redesign/deployment of LAN/WAN infrastructures into AXA Asia Pacific enterprise
- Audited and documented IS infrastructure nation-wide
- Migrated LAN servers from IPX to IP, standardised NT and NetWare SOE
- Developed disaster recovery documentation for all LAN servers with Cheyenne Arcserve IT 6.x
- Implemented hardware redundancy standards on mission critical servers
- Co-ordinated the relocation to Victoria of enterprise critical servers
- Performed NDS operations to consolidate NetWare servers to a single enterprise NDS structure
- Designed and installed IntraNetWare for national branches, implemented regular NDS health checks
- Consolidated NT domains into a single Master domain infrastructure
- Redesigned a national ISDN WAN backbone, redistributing an IP addressing scheme
- Implemented security policies related to third party access to AXA networks
- Configured Checkpoint Firewall-1 (Windows NT) server to accommodate new infrastructure
- Integrated security and integrity policies into the IS infrastructure
- Resigned and configured corporate backbone of Cisco Catalyst 5500/5000 switches in Sydney office
- Installed, upgraded and maintained Lotus Notes 4.62 server and Rightfax 5.0 enterprise fax server
- Audited, configured and documented Novell NetWare SAA 2.0 and Citrix WinFrame 1.8 servers
- Installed and configured Shiva LanRover/E Plus remote access servers
- Installed VPN services and clients for Novell NetWare and Windows NT servers
- Installed and configured Ascend Pipeline 50 ISDN routers and MAX 1800 ISDN switches
- Configured RIP/RIPv2 routing protocols, exposure to IGRP and EIGRP routing protocols
- Installed and configured Bay Network, Nortel and Cisco routers and SecureID tokens in branches
- Installed, configured and administered Windows 2000 Professional and Red Hat Linux workstations

Dell Australia, Frenchs Forest November 1999 – February 2000
Technical Consultant, Server Support Team

- Installed and configured Microsoft NT 4 cluster servers on PowerEdge servers
- Installed and administered Microsoft Exchange 5.5 and Microsoft Proxy 2.0 servers
- Installed Windows 2000 Advanced Server, Novell NetWare 5.1 and Red Hat Linux 6.1
- Documented and configured installations of Small Business Server 4.5 and NetWare SFT III servers
- Installed, configured and documented a Server Lab including Novell GroupWise 5.5
- Assisted in the implementation of a new 24 hour/7 day week Server Support Team strategy
- Conducted on-site visits to Major Account Clients with outstanding technical issues
- Resolved spanning tree issues on a client LAN with Dell servers and Cisco Catalyst 5000 switch
- Proactively developed the skills and provided guidance to Level 1 and Level 2 support staff

PROFESSIONAL HISTORY

IBM Global Services Australia, St. Leonards. July 1999 – November 1999
NT Network Engineer, NT 4 Server Critical Situation Project

- Enterprise implementation, standardisation and upgrade of the Lend Lease Server environment
- Installed Windows NT 4 Server and ServeRaid RAID 5 configurations on IBM Netfinity Servers
- Audited the Lend Lease server production environment
- Installed and configured server peripherals including IBM ASMA management adapters
- Installed and configured Legato NetWorker Server/Client Backup software

QANTAS Airways, Mascot. November 1998 – July 1999
Network Engineer, Network Re-design/Migration Project QANTAS IT

- Audit, documentation and redeployment of the QANTAS international network environment
- Installed, configured and documented Cisco Catalyst 2900, 5000 and 5500 switches
- Installed, configured and documented Cisco 2000 and 4000 series routers
- Installed and configured HP Jetdirect Print servers and Intel Netport Hubs
- Documented Novell NetWare, Microsoft Windows NT and IBM LAN Manager Servers
- Produced network diagrams of QANTAS LAN networks
- Exposure to OSPF routing protocol
- Co-ordinated transition to new networks with Telstra and SITA staff

QANTAS Airways, Mascot. June 1998 – November 1998
Network Engineer, Year 2000 Novell NetWare Project QANTAS IT

- Developed documentation and procedures to audit and upgrade Novell NetWare servers
- Audited over 200 international Novell NetWare 3.12 and 4.1 servers
- Performed diagnostic software checks and hardware evaluations of servers
- Installed Year 2000 compliant software and relevant Novell patches on NetWare servers
- Performed In-Place and Across-the-Wire migrations of NetWare 3.12 and 4.1
- Installed and configured Novell NetWare, ManageWise 2.5 and Cheyenne Arcserve 6.1
- Configured Cisco routers and switches to accommodate new NetWare servers

Dell Australia, Frenchs Forest. March 1997 – June 1998
Server Support Specialist, 3rd Level Technical Support

- Responsible for diagnosing and initiating the repair of Dell PowerEdge servers
- Resolved, logged and documented over 1000 technical issues
- Installed, tested and optimised network operating systems and peripherals
- Maintained a database for the configuration and documentation of PowerEdge servers
- Produced documentation to provide internal training for 1st level Help Desk Operators
- Provided training sessions for internal staff, 3rd party service providers and Senior Account Managers
- Provided on-site technical assistance for the installation and configuration of PowerEdge servers

Central Sydney Area Health Service, Camperdown. April 1996 – March 1997
Network Systems Analyst

- Designed, installed and documented LANs for a 3500 seat, four-campus network
- Installed and configured Novell NetWare 3.12 and 4.1 servers, Windows NT 3.51 and 4.0 servers
- Audited and documented WAN infrastructure comprising of Cisco 2500 series routers
- Authored a standardisation document for deploying servers and operating systems
- Designed and deployed the first Microsoft Exchange 5.0 servers and clients for the Health Service
- Performed migrations of NetWare 2.2 and 3.11 servers to Windows NT 4 Server
- Selected to manage a deployment and project team based at Concord Repatriation Hospital

Packard Bell Computers Australia, Mascot. October 1995 – April 1996
Chief Production Engineer

- Redesigned production, warehouse and inventory infrastructure to streamline assembly of PCs
- Introduced work place practices to the transportation and distribution operations
- Implemented procedures which led to a 45-percentage increase in the assembly of PCs
- Documented procedures to comply with ISO 9001 accreditation
- Supervised production, warehouse and technical staff, ensuring objectives and standards were met

PROFESSIONAL HISTORY

Harvey Norman Computer Superstore/Direct, Auburn. August 1993 – October 1995
Computer Sales

- Selected from a nationwide recruitment drive for the first Computer Superstore in Australia
- Consistently achieved number one salesperson in the franchise
- Established and maintained Corporate and Government Sales accounts
- Installed Novell NetWare and Artisoft Lantastic on Compaq Proliant and Prosignia servers
- Selected to lead the Harvey Norman Computer Superstore Direct sales team

Self-employed, various locations. November 1992 – August 1993
Computer Consultant

- Advised local businesses in the acquisition of personal computers, workgroup servers and software
- Installed and configured workgroup based local area networks and provided technical training

TECHNICAL SUMMARY

Server	Last Used	Years Experience
Compaq Proliant and Prosignia Servers	< 6 months	8
Dell PowerEdge Servers	Current	4
IBM Netfinity and PC Servers	< 3 months	3
Hewlett Packard Netserver	< 6 months	2
Cheyenne/Computer Associates Arcserve	< 6 months	4
NetWorker Legato	< 6 months	4
Seagate Backup Exec	< 6 months	2

Network Operating Systems	Last Used	Years Experience
Novell NetWare 2.x, 3.x, 4.x, IntraNetWare and 5.x	< 6 months	8
Novell NetWare SFT III	> 1 year	6
Microsoft Windows NT Server 3.51 and 4.0	Current	5
Microsoft Windows 2000 Server	Current	< 1 year
Red Hat, SuSE and Caldera Linux	< 6 months	5
UnixWare, SCO UNIX 5 and Solaris UNIX 7	> 1 year	4
Citrix WinFrame 1.8	< 6 months	2
IBM OS/2 4 Warp Server	> 1 year	3
Microsoft Proxy Server 2.0	> 1 year	2
HP OpenView	< 3 months	2
Compaq Insight Manager	< 3 months	4
Cisco Works 3.1, 2000	Current	2
Novell ManageWise 2.5	< 1 year	2
Checkpoint Firewall-1	Current	1
Concord Network Health	Current	< 6 months
Visual Uptime	Current	< 6 months
Sniffer Pro	Current	1
Novell GroupWise 5.5	> 1 year	1
Lotus Notes 4.6.2 Server and Clients	Current	1.5
Microsoft Exchange 5.0 and 5.5 Server and Clients	< 6 months	2

Desktop Operating Systems	Last Used	Years Experience
Microsoft DOS 3.3, 4, 5 and 6.x	< 6 months	8
Microsoft Windows 3.1, 3.11 and Workgroups	> 1 year	7
Microsoft Windows NT Workstation 3.51 and 4.0	< 3 months	5
Microsoft Windows 95 and 98	Current	5
Microsoft Windows 2000 Professional	< 3 months	1

Communications and Networking	Last Used	Years Experience
Cisco 800 and 1603 routers	Current	3
Cisco 2501/2503/2509 routers	Current	4
Cisco 4000/4500M and 7000 routers	Current	3
Cisco IOS 11.2, 11.3 and 12.0	Current	4
Cisco Catalyst 2924, 2926, 5000 and 5500 switches	Current	3
3Com Superstack II Corebuilder 3500 switch	Current	< 1 year
3Com Superstack II RAS 1500 switch	Current	< 6 months
Shiva LanRover/E Plus	< 1 year	< 1 year
Ascend Pipeline ISDN routers, MAX 1800 switch	< 1 year	< 1 year
Bay Networks ASN routers	< 1 year	< 1 year
Multi Router Traffic Grapher (MRTG)	Current	2

PC Hardware and Software	Last Used	Years Experience
Dell Optiplex and Dimension Desktops	Current	4
Compaq Prolinea, Deskpro and Presario Desktops	< 6 months	8
IBM ThinkPad Notebooks	< 6 months	3
Toshiba Satellite and Tecra Notebooks	< 6 months	3
Dell Latitude LM, Xpi and CP Notebooks	Current	4
Microsoft Office 4.x, 97 and 2000	Current	4

