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Synopsis

- * Over 20 years computing experience
- * Over 15 years data communications and networking experience
- * Broad range of application and network expertise
- * Experienced in Network and Application Analysis, Design and Support

Experience

Jun 2004 - Orange Business Services *Slough, Berkshire*

Present Senior Network Optimization Consultant

This is a consultancy-lead role, in which listening to the customers requirements are paramount in setting the goals and priorities for any engagements that are undertaken. These can range from providing in-depth performance analysis for applications prior to deployment within a network, including the behaviour of the application under various network loads, to reporting on a recurring managed service, highlighting changes in the customers use of the network and proposing changes to continue to allow the network to correctly support the evolving needs of the customer.

The role in Orange is vendor- and network-agnostic, which requires a deal of knowledge of both the solutions used within Orange (Juniper, Packeteer, Riverbed, OPNet, and Cisco), and knowledge of other vendors in the same space (F5, BlueCoat, Compuware), as well as an in-depth knowledge of behaviour of business applications and protocols (Microsoft MAPI, CIFS, HTTP(S) and Citrix for example) and how these relate to the underlying Quality of Service models within the transport network.

During my time in this role, I have been regarded as a valuable subject matter expert, not only in the optimisation field, but also in the behaviour and performance of the Orange network. I have been instrumental in winning business for the Network Optimization team in excess of 14 million USD, covering both pure consultancy engagements and recurring deployments of equipment and services. In 2006, I contributed more than 75% of the overall team revenue (from a team of 5 people).

The elements that contribute to this success are a deep level of technical knowledge across a broad range of skills, the ability to communicate this to all levels within an organisation from CxO downwards, and to translate the underlying technical network situation into the language needed for the business to fully understand the impact and benefits of the solutions being proposed.

Jun 2001 - Equant *Hownslow, London*

Jun 2004 VPN Life Cycle Manager

Following the merger of Equant and Global One, I continued in the role of Customer Engineering Manager for a period (nine months), until the organisation restructured. Following this restructuring, my job title changed to that above, but the role of supporting customers from the implementation of their network throughout its lifecycle continued.

In addition, my Network Security and Firewalls experience, coupled with the combination of my Unix experience and deep understanding of database and applications servers and TCP/IP allows me to be very effective in diagnosing and correcting application performance issues within networked environments.

Feb 2000 - Global One Communications Ltd *Basingstoke, Hampshire*

Jun 2001 Customer Engineering Manager

I am respected as a source of technical knowledge about the operation of both the core Global One network, and those of my customers. The knowledge includes in-depth TCP/IP (and overlaid protocols

such as Telnet, HTTP, and FTP, VoIP) SNA, DLSw, IPX, Appletalk and DECnet knowledge, coupled with practical hands-on experience of these in complex working environments, using Class of Service over ATM, Frame-Relay, X.25, PPP and ISDN links.

Additionally I have been involved in the design of major networks with our customers. I designed and implemented the integration of a managed ATM network, with bulk traffic being routed via the Internet (over IPSec secured tunnels). This has meant that a deep understanding of the customers existing security structure was required, covering firewalls, authentication servers and certification authority servers, as well as their security management environment, using both RSA and 3DES encryption.

I was also involved in the implementation of the first VoIP over IPVPN customer of Global One, designing both the network and the tests used for its acceptance, which covered both H.323 voice, and also H.323 encoded video conferencing suites.

The appointment to Customer Engineering Manager followed major structural changes within the Project Engineering team. I faced major issues of reduced resources, increasing workload and an inexperienced and demotivated team. I have grown the team, providing not only significant learning opportunities and responsibility for the team members, but also boosting team morale. I now lead a team of ten customer engineers each responsible for several major accounts, as well as being directly responsible for several accounts myself. The team leadership role encompasses the setting of best-practice standards, and helping provide the dissemination of these within Global One. I am also involved in the regular Operations and Engineering management meetings, and am involved in the Operational Effectiveness Improvement project.

In addition to the team leadership function, I have been instrumental in providing detailed in-depth technical for specific major projects within larger accounts and new bids. This has included the merging of several smaller networks into a European hierarchical core network. In addition I work closely with customers and account teams to prepare designs for network solutions following acquisitions and mergers, allowing for rapid deployment of networks to support network growth by up to 50%, with significant differences in traffic flows and types. Additionally because of the nature of the account base in the UK, the role includes elements of product definition and refinement, integration and testing.

Mar 1998 - Global One Communications Ltd Basingstoke, Hampshire
Feb 2000 Project Engineer

As an integral part of the account teams for major multinational customers of Global One, I as a project engineer am responsible as the design authority for planning and implementation of customer networks using the services supplied by Global One. As the provider of technical and implementation expertise within the account team, I was involved in regular customer service meetings, covering issues of reliability, providing service enhancement suggestions as well as resolving technical problems not covered by the Global One support organisations.

Some of the tasks accomplished in the role have been to split a 250-router network into separate 12 business unit-based BGP Autonomous Systems.

Nortel Passport equipment is used to provide the ATM, Frame-Relay and clear channel links within the network. I have passing familiarity with some Nortel SDH switching equipment that provides some of the Passport interconnections, as well as knowledge of BayRS software within routers to tune customer network performance. Additionally Nortel 5000BH ATM-based Ethernet switches have been deployed in a Wide-Area campus environment.

Mar 1997 - Global One Communications Ltd **Basingstoke, Hampshire**
Mar 1998 **Technical Support Engineer**

As the joint venture company of Deutsche Telecom, France Telecom and Sprint, Global One provided a range of network services for customers. The Technical Support department is responsible for providing in depth third level support for all products and platforms covering any customer issues that might arise using these services.

The day to day work involves liaising with customers, other departments within Global One in the UK and around the world, other support and field engineering teams in other countries, and support personnel from suppliers.

Management of the UNIX platforms running the monitoring and analysis tools needed for the day to day support role.

Dec 1995 - Lilly Industries Ltd **Basingstoke, Hampshire**
Feb 1997 **EMA Telecoms Support Analyst**

The EMA Telecoms support team is responsible for the operation and maintenance and second and third line support for the voice and data network covering Europe, the Middle East and Africa. The network comprises over 45 Bay Networks routers, IDNX bandwidth managers, operating over frame relay, leased lines and ISDN.

Major technical projects covered in this role were initial pilot testing of the frame relay network, evaluation of link state routing protocols such as OSPF and AURP (Apple Update-based Routing Protocol) was carried out. Other projects included the documentation of network policies and procedures, capacity planning and consolidation.

The major part of the role covered the day to day operation of the network including fault diagnosis, problem tracking and resolution, configuration changes, capacity planning and dealing with third party support and maintenance personnel, in order to provide for the smooth running of the network.

Apr 1995 - Software Publishing Corporation **Bracknell, Berkshire**
Dec 1995 **International Network Controller**

I managed an International Network covering countries from Singapore to Germany. This network comprised ISDN and leased line links, with Unix, AS/400 and Novell traffic.

DataWarehousing of accounts and customer information was implemented, with the International region data being supported by the International Networking team.

Feb 1992 - Borland International (UK) Ltd **Twyford, Berkshire**
Apr 1995 **Network Manager / Internal Systems Support**

Following the acquisition of Ashton-Tate by Borland in October 1991, I initially continued in my role as Technical Support Analyst. Following the restructuring that subsequently took place, I changed roles, and took on Internal Systems Support. I consolidated the network in the UK on Novell Netware from three different systems (Banyan on Ethernet; Microsoft LAN Manager and IBM LAN Server on Token-Ring). This resulted in the ongoing administration and maintenance of a network of 150 workstations, and three main file servers. In addition, a 'mobile' network was created and maintained by myself for deployment to exhibitions and demonstrations, consisting of file and database servers with workstations being the portable computers of the Product Management team.

As part of the Northern European MIS team, I was responsible for the smooth running of local and wide area networks to support core business applications in 8 countries. I had special responsibility for the provision of interconnectivity services for Novell, Windows NT, Unix and Apple systems using Cisco routers with ISDN and leased line connections.

I have provided and managed other network services including messaging systems, fax and bulletin board systems. I have experience in administration of UNIX multi-user systems and database servers on a wide variety of hardware. I provided maintenance of Apple Macintosh and related desktop publishing equipment. I provided training on the installed office-automation packages to users.

I have assessed current needs, evaluated and implemented solutions to allow network backup, standardisation of hardware, increased performance and reliability. Planning for the future has meant that I am familiar with new technologies, operating systems, and work patterns and their impact on applications run over the network.

Jan 1991 - Ashton-Tate (UK) Ltd Maidenhead, Berkshire

Feb 1992 Technical Support Analyst

Initially employed as a Technical Advisor covering the dBASE product line, I provided telephone and written support as well as programming advice to a wide variety of users. This covered writing dBASE applications, C/C++ support routines and a general knowledge of business systems from a programming and support perspective.

Sept 1987 - Micro-Time Computer Systems Langport, Somerset

Dec 1990 Technical Support Advisor

The role covered sales and technical support for customers purchasing computer systems and software from the company. This involved basic hardware set-up and installation of software. I provided on-site maintenance and troubleshooting to board level on PC, Apple and UNIX multi-user and network computer systems. During this time I acquired my IBM Personal Systems Warranty Service Certification.

Aug 1986 - Computer Deals Ltd Shepton Mallet, Somerset

Sept 1987 Hardware Engineer

This company supplied computer equipment by mail order. My role was to produce a computer to the customers' specification from a kit of standard parts. I tested the computers before dispatch; I also installed any software required. These duties included troubleshooting and resolution of hardware and software conflicts on many varied hardware types.

Jan 1986 - Bakery Computer Services Ltd Shepton Beauchamp, Somerset

Aug 1986 Installation Engineer

Deployment and testing of Computer Automation minicomputer systems within a bakery environment, including site wiring, performing electrical checks, installation and commissioning of equipment. I performed preventative maintenance on the systems, along with legacy Commodore 8000 series equipment. Also I carried out software installation and updates. Software programming, including implementing the software and data translation interfaces for a serial link between mini and PC systems for data backup and migration purposes.

Technical Certifications

2007 Juniper JNCIA-WX
2007 ITIL Service Delivery / Service Management
2002 STI Certified Help Desk Manager
1994 Apple Certified Engineer
1990 IBM Service Engineer (PS/2)

Technical Training

2007 Juniper Introduction to WAN Acceleration (IWX)
2007 Riverbed Product Introduction
2007 Fluke Network NetFlow Tracker
2006 OPNet ITGuru
2006 Orange Consultancy Engagement Model
2006 Cisco - Building Cisco Multi-Layer Switched Networks
2005 Packeteer Level 1 / 2 Training
2004 Peribit Product Introduction
2003 IGN (IP Global Network) Workshop
2002 STI Certified Help Desk Manager
2002 Equant - Management Essentials
2002 Equant - Creating Success Together
1998 Cisco SNA for Multiprotocol Administrators (SNAM)
1998 Nortel Magellan Passport Network Engineering
1997 Controlware TAXIdriver NMS overview
1997 Nortel Magellan Passport Operations
1997 France Telecom CS ATHD
1997 France Telecom Alcatel PSX 1100.
1996 Controlware TAXI ISDN course
1996 NET IDNX Operations Course
1996 Troubleshooting Bay Networks Routers
1996 Configuring Bay Networks Routers
1995 Arbor Essbase OLAP Database Introduction
1993 AT&T Definity Call Management System
1992 Network Management Course
1991 Borland Interbase
1991 Ashton-Tate dBASE
1990 Brother Printer Maintenance
1990 OKI Printer Maintenance

Education:

Jul 1984 Huish Episcopi Comprehensive School, Langport, Somerset

GCE 'O' Level

A grade in Mathematics, B grades in English Language, Computer Studies, Chemistry, Biology and Economic History, C grade in German

Certificate of Secondary Education

Grade 1 in Computer Studies, Grade 2 in English Language