

Ted Wallingford

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Key Qualifications: Experienced business technologist, strategic networking consultant, and advanced networking engineer. Expert on Voice over IP and converged networks. Author of two books about IP communications published by O'Reilly Media. Consulting experience in network security, IP routing, switching, and I.T. project management.

Employment:

Consultant

(August 2004 until Present)

- Assist business clients in meeting business goals by adapting strategic IP networking technologies to meet their needs.
- Conducted complete project scoping, business requirements definition, project management, and delivery.
- Implement next-generation network architectures, Voice over IP, and quality of service measures on IP networks.
- Evaluate and fine-tune I.T. processes and strategies to improve effectiveness of technology investments.
- Assess clients' technology readiness within wide-area, local-area, application-integration, and cultural scopes.
- Develop disaster preparedness assessments and recovery plans. Develop specs and project plans for redundant storage, backup systems, and point-of-recovery planning.
- Perform network security assessments and vulnerability analysis, including perimeter penetration and wireless security evaluation using tools such as Ethereal and nmap.
- Detailed troubleshooting and analysis of media signaling protocols, including SIP.
- Development of IP-based PBX platforms and custom telephony applications based on Asterisk and other open-source frameworks.
- Integrate VPN and other secure remote access technologies.
- Implement quality of service (QoS) in challenging connectivity environments such as VPN, satellite, and multi-tenant LAN facilities.
- Prototyping of web-based self-service account management and message retrieval applications for hosted telephone service environments.
- Support of AltiWareOE PBX and Asterisk-based PBX servers. Integration of TDM and IP systems via local-area and wide-area trunking.
- Systems design and implementation using Windows and Unix server platforms, Cisco routing and switching gear, Sonicwall, Exchange, Sendmail, and other technologies.
- Develop about \$300,000 in new consulting revenues over a nine-month period through technical sales support involvement or direct client relations.

Recent Professional Accolades and Community Activities:

- Personally selected by Jeff Pulver, the publisher of VON Magazine, as one of the top telecom blog writers of 2005.
- Awarded consultant of the month by LCG Technologies Corp in February of 2006.
- Published *VoIP Hacks*, second book about telecommunications, in January of 2006.
- Interviewed by *Computer Outlook* and *Realtime VoIP* programs in December of 2005 and March of 2006.
- Invited by Jeff Bonforte, Yahoo's director of voice applications, to attend the launch of Yahoo Messenger with Voice in December of 2005.

Employment (Cont'd)

Manager of Information Technology, Independence Excavating, Inc.

(1999 to 2004)

- Create strategies for data center ops, disaster recovery, and backup.
- Provide project management and technical leadership for all I.T. initiatives, enabling a period of exceptional corporate growth.
- Third-level support of network operations center for other internal systems groups.
- RFP creation, budgeting, and cost control for equipment and software acquisition.
- Built nation-wide network infrastructure for voice and data, connecting the entire enterprise.
- Implement new financials software (Timberline) for 150 users, tripling system speed and capacity.
- Implement sales order processing and inventory systems, resulting in lowered costs.
- Design Cisco AVVID/VoIP converged network to replace 250-endpoint distributed voice network.

Manager of Information Systems, Pat Henry Market Research, Inc.

(1998 to 1999)

- Create RFP for, scope, spec, and select new financials software (Solomon).
- Manage development of scheduling and sales tracking application in VB 5
- Implement firewall and perform LAN upgrades.
- Support a computer-aided telephone interviewing (CATI) call center.
- Implement broadcast FAXing application.

Unix Systems Administrator, The Diocese of Cleveland

(1997 to 1998)

- Maintain Unix systems in support of 3000 faculty and 10,000+ students.
- Develop internal intranet applications using standards-based tools.
- Implement CheckPoint Firewall-1 security gateway on Sun Solaris.
- Maintain pop/smtp mail and DNS services.
- Coordinate the build-out of IP WAN for an eight-county school system.

Worldwide IT Administrator, The J. Walter Thompson Company

(1997)

- Maintain servers and routers in a heterogeneous data center serving 14,000 users.
- Support email systems (Lotus Notes / Domino), messaging gateways, and CheckPoint Firewall.

Satellite IT Manager, New Horizons Comp. Learning Centers of Detroit

(1996 to 1997)

Support Technician, Stahls, Inc. (1995 to 1996)

Sales Clerk, Radio Shack, Inc. (1993 to 1995)

Previous employment information available upon request.

Education and Professional Designations:High School Diploma:

Cass Technical, East Detroit, 1994

Certifications:

Novell Certified Network Administrator (CNA 4), 1996

CheckPoint Certified Security Administrator (CCSA 3), 1997

Other professional training:

Lotus Domino Administration, 1997

Lotus cc:Mail Administration, 1997

Sun Solaris Administration, 1998

Voice over IP / IPT, 2003

Converging Voice and Data Networks, 2003

Skills Matrix:

Management:

- Purchasing and vendor coordination
- Team leadership and mentoring
- Job costing, scheduling, and project bidding
- Departmental and project management
- Project management tools including MS Project and Primavera Sure-trak
- Project management methodology

Operating Systems:

- Windows
- AiX,
- Mac OS X
- Solaris
- Linux
- Netware

Development Proficiencies:

- Fluent in object-oriented structures
- Visual Basic 6
- RealBasic
- TurboPascal
- Some JavaScript
- Perl 5
- PHP 4
- Some VBScript
- Shell scripting (Bash) and some regexp,
- Some custom Exchange/Outlook forms

Networking Infrastructure:

- Cisco, 3Com, Netgear, Linksys and Ascend switches and routers
- DHCP, DNS / Bind, Sendmail, Syslog, and SNMP
- Virtual Private Network (VPN)
- Proxim and Cisc802.11x wireless bridges
- CheckPoint Firewall-1, Sonicwall, InGate and NetFilter/iptables firewalls

- WebSense content-filtering systems
 - Citrix MetaFrame
 - Frame-relay networks
 - Ethernet
 - Working knowledge of Cisco IOS for router configuration
 - Radio and FSO bridging in an IP environment
 - Basic knowledge of ATM switching
 - Working knowledge of the public telephone system
 - Lotus Notes/Domino
 - Microsoft Exchange
- Voice Technologies:
- SIP, H.323, SCCP, audicodecs, VoIP and IP telephony devices & standards
 - Avaya, Asterisk, and Cisco CallManager softPBX systems
 - Cisco, Soyo, and Grandstream IP Phones
 - Sipura ATA
 - 8x8 Networks ATA
 - Digium TDM voice cards and ATAs
 - AVT voicemail systems
 - Isoetec, Samsung, Altigen, and Panasonic TDM PBX systems
 - Conference systems (multicast and unicast)
 - Working understanding of SS7
- Financials Software:
- Timberline Gold Accounting
 - Timberline Office
 - Cheetah StreetSmarts
 - JWS Apex
 - Some Macola
 - Some Quickbooks
 - Some Deltelk / Wind2

Notes: Author of *Switching to VoIP* and *VoIP Hacks*, books published by O'Reilly and Associates. Have worked as a freelance journalist for Macworld and other publications. Writing samples and references are available upon request.

Additional Consulting Experience (1996 to Present):

- Assisted large VoIP carrier with retail strategy, helping it to focus its service offerings, develop a pricing schedule, and make it appealing to large retail chains.
- Performed critical test-lab evaluation and packet observation of various IP telephony equipment, including the Zoom X5 gateway, Soyo IP phone, Cisco 7900 series SIP phone, X-Lite softphone, Grandstream phone, Digium Wildcard X100P and TDM400P interface cards, VoicePulse ATA, Sangoma WanPipe, and other IPT products.
- Designed and implemented Citrix-based remote access farm for distributor of X-ray equipment. This farm is fully load-balanced and is used by their remote sales force to access a home-grown sales ordering system.
- Assisted an ISP in building a local sales channel for its VoIP-based hosted PBX and trunk services. Proposed a channel-friendly pricing/incentive matrix and introduced ISP to several potential VARs.
- Built web-based prize giveaway publicity promotion, including auditing and consumer data collection functions for an independent magazine publishing company, resulting in a 25% increase in subscribers during the promotional period.
- Provided technical consultation and transitional development support to a high-volume web-based merchandiser of patio-related products, enabling a 60% increase in annual revenues from its web sites. A new owner had recently acquired the business; I assisted him in migrating the existing web-based systems to a new host, and in adding new products and lines of business. This included programming pricing algorithms based on the customer's configuration of shutter, awning, and umbrella products. The pricing logic was based on size, color, area, bundling, and other parameters.
- Developed corporate web sites for Amiga Inc., a former Gateway Computer subsidiary. Designed dedicated full-service hosting center for Amiga's web-based applications.
- Assisted a small stock-trend analysis firm in transitioning its ADA-based software product into a subscription-based web site, creating a recurring revenue generator with lasting value for its customers. Proposed using Perl to link the ADA backend to the web user interface.
- Created a web-based store using Perl for an online software retailer.
- Created a web-based store using Perl for a consumer electronics retailer with client-facing shopping cart interface and inventory functions.
- Programmed web-based, customer-facing reporting tools using PHP, Perl, Wang, and MySQL for a transportation consultant's logistical billing clients.
- Built web-based reseller sales channels for a software development company, drastically increasing shipments of its 5 software products.