Jason Schiller

jason@schiller.net

Experience

Americas' Network Engineering, UUNET, a WorldCom Company, February 2000-Present

SENIOR INTERNET NETWORK ENGINEER

Design, evaluate, and qualify networks for deployment in UUNET's backbone for Canada, US, Central, South America, and Mexico. Engineer customized network designs and solutions for Canada, US, Central and South America. Act as liaison between engineering and operations. Deliver complete solutions to operations in the form of an execution package. Act as highest level of escalation for global multicast issues. Act as highest level of escalation for vendor and protocol issues in the Americas.

High Speed Install, UUNET, an MCIWorldCom Company, October 1998- February 2000

INTERNET SYSTEMS ENGINEER

Install high speed Internet circuits for UUNET and MCIWorldCom customers. Internet circuits consist of 56 Kbs, 64 Kbs dedicated, fractional T1, DS-1, DS-3, and OC-3 using frame relay encapsulation, ATM, or Packet over SONET. Test with IEC and LEC as needed to pinpoint and resolve circuit issues. Work with customers to meet their needs. Register or modify domain names and create or transfer zone files as needed. Assist customer in configuring premise equipment. Set up static routing or BGP4 as needed. Support customers for 30 days after turning up circuit to the customer.

Information Technology, ManorCare, April1998-October 1998

WAN ENGINEER

Manage the ManorCare Corporate Wide Area Network including frame relay over 56Kbs and T1, CSU/DSU and routers. Monitor 229 remote sites on a daily basis. Use HP Open View, Cisco Works, and TyView to provide pro-active assistance, and diagnose problems with our Cisco 1000, 1600, 2500, 7500 series routes, Sync Frame Relay Access Probes, and Sync T1 Frame Relay Access Probes. Troubleshoot WAN connectivity problems, frame relay bursting issues, router configuration problems, traffic issues, and latency problems. Assist end users with networking problems. Serve as a liaison to AT&T and Bell regarding outstanding trouble tickets. Manage the installation of new sites. Work with the AT&T Implementation Manager to meet new site installation deadlines.

Information Services, Georgetown University, September 1997-April 1998

NETWORK SUPPORT SPECIALIST

Manage NetWare NDS objects for the GUMC (Georgetown University Medical Center) tree [8,000 users, 11,000 NDS Objects] and Georgetown (Main Campus) tree [19,000 users, 22,000 NDS Objects]. Troubleshoot user trustees, and rights, as well as the other NDS objects such as groups, printers, queues, print servers and volumes. Provide administrative support for GroupWise users in three domains and 25 post offices. Plan for migration of Novell NetWare 3.12 servers into the NDS tree. Reengineer login scripts for users as necessary for migration to the NDS tree.

Manage all personal computer problems for Georgetown main campus staff. Ensure that user issues are resolved in a timely, and satisfactory manor. Provide second level hotline support for workstations with emphasis on network connectivity and network applications support. Engineer, manage, and complete projects in order to provide a more useful computing environment.

Office of Information Technology, The American University, May 1996-September 1997

LAN ANALYST

Manage the backbone including multi-mode fiber optics (FDDI & 10Base FL), 100base T, 10Base T, and 10Base 2. This includes planning for future growth, assessing current traffic trends, redefining current topology, LAN design, the overseeing of wiring work, the installation and configuration of new equipment (routers, concentrators, and repeaters), as well as troubleshooting.

Provide primary 24 hour emergency support for the entire network (Approx. 3-4,000 nodes, 125 subnets, 19 routers, 4 FDDI rings, 5 T1s). Serve as secondary router configuration expert (primary while during off peak hours) for the university's Cisco AGS+ and 2500 series routers and its Alantec 3000 and 7000 series routers. Install, configure, and troubleshoot Bay 2800 series, 3000 series, and 5000 series concentrators. Provide assistance with emergency upgrades to the 12 Novell NetWare 4.1 and 4.11 servers.

Manage the NET-RES project. This project is a university wide drive to connect students to the campus wide LAN. In order to most effectively serve the students who wished to be connected to the campus network from their dorms, I conceived and deployed a comprehensive program. This includes publication of the informational material both in print and on the world wide web, creation of documentation as both a self guide and for those who are hired to work as NET-RES installers, creation and teaching of a short course on how to configure workstations and troubleshoot common problems to the NET-RES staff, and oversee the hiring and the day to day performance of the personnel. In addition, I was responsible for monitoring the current status of the project, deal with particularly troublesome computers, and deal with particularly troublesome students and parents.

Provide third level hotline services. This includes supporting and troubleshooting the 3,000 university owned workstations (MAC, Windows 3.1x, Windows 95) and troubleshooting internal wiring problems (100base T, 10Base T, 10Base 2). Provide secondary administration to the university's 14,000 user objects, their trustees, and rights, as well as the other NDS objects such as groups, printers, queues, print servers and volumes.

Education

The American University, Washington, DC,

B.A. International Studies and Philosophy, The School of International Service and The College of Arts and Sciences, May 1996

B.A. Environmental Studies, The College of Arts and Sciences, May 1996

Achievements and Activities

Juniper Networks Certified Internet Professional (JNCIP-M)
Microsoft Certified Professional (MCP)
FCC licensed amateur radio operator: Technician Plus
Experience w/ HP Openview, Ciscoworks, Naviscore, Cascade TyView
Strong knowledge of OSI layers 1 – 3
Vint Cerf Achievement Award for South American Network Design