

John D. Allen

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CAREER SUMMARY

Technology Jack-of-All-Trades with experience in both Management and Engineering, Sales and Operations.

- Created operational and engineering software tools to automate processes.
- Provided technical consulting and engineering services to wireless carriers.
- Developed interfaces and extensions to products that helped to resolve technical issues.
- Tackled the toughest customer situations and helped retain them when others had given up.
- Developed award-winning tool that provided bulk desktop install of multiple products which helped to close a large Fortune 50 deal.
- Published author with one book, many technical articles, and a couple of current online Blogs.

EXPERIENCE

Exonets LLC, Redmond, WA, September 2007 to Present

Sr. Mobile Messaging Systems Engineer

- Consulted and provided Engineering services on the world's largest MMSC complex.
- Consulted with ED-level management on RFP selection process
- Created detailed engineering plans of systems.
- Helped engineer MMS solution for iPhone service launch
- Provided automation of MS Office reporting
- Developed Admin tools to assist MMS Operations
- Cellphone carrier customers like AT&T Mobility and T-Mobile USA.
- Cellular equipment vendors like Nokia.

Worked with HP/ux, SUN, RedHat, F5, Nokia MMSC, EMC, various SMSCs, Ruby, Python, Perl, Informix.

Gemini Mobile Technologies, Redmond, WA, May 2006 to August 2007.

Sr. Systems Engineer

- Acting Account Exec. For Cingular and T-Mobile Accounts.
- Helped setup Systems Engineering area.
- Developed content for internal reference and customer manuals.
- Managed RFI/RFP Response creation projects for several proposals.

Worked with: Solaris, Linux, MMSCs, Twiki, Mobile 3-D Social Networking products, Ruby, Rails.

Incode/Cingular Wireless, Redmond, WA, February 2006 to May 2006.

Contract OSS Systems Architect

- Helped define and design Operational Support Systems

Worked with: Cingular Wireless OSS systems.

Openwave Systems, Bellevue, WA, February 2001 to September 2005.

Sr. Systems Engineer

- Helped take the AT&T Wireless account from \$1million to \$18 million in sales over the course of one year.
- Provided technical sales support for WAP, IP-Based Voice Mail systems, SyncML DS and DM Server, Handset WAP Browsers, Location GMLC & E911, SMSC, MMSC, and WAP Gateway.
- Helped manage product FOA tests through customer labs.
- Contributed IP to Device Management products.
- Managed RFI/RFP Response creation projects for several large proposals.

Worked with: Solaris, AIX, Linux, Oracle, SMSCs, MMSCs, LBS/E911, 3GPP, 3GPP2, J-STD-036, SS7, WAP, Intermail, SyncML DS & DM, OTA, TDMA, GSM, GPRS, GGSNs, VoIP, SIP, Perl, C, Java, PHP, MySQL, Apache/Tomcat, Visio, Salesforce.com, Miller Heiman LAMP, MS Project.

Logica Aldiscon (Dublin, Ireland), Redmond, WA, August 1998 to February 2001

Lead Operations Engineer

- Maintained Operational uptime of Wireless Short-Message Servers (SMSC) at AT&T Wireless using IS-41 (TDMA) and IS-136 Radio Networks.
- Managed other Operations Engineers on site at customer while engineering connectivity solutions.
- Participated in account management activities with account team.
- Conducted R&D/Testing on better ways to operate Wireless messaging equipment.
- On-site support engineer for escalation of operational problems.
- Liaison between customer, sales, and engineering.
- Designed WAP (Wireless Application Protocol) pages for wireless Internet access systems.
- Lead implementation of Over-The-Air Activation (OAA) system for customer.
- Designed and develop operational tools used to save more than 45 hours of operator time to implement NPA/NXX splits.
- Led engineering effort on developing a High-Availability solution for our product.

Worked with: HP/UX, Solaris, Stratus, HP 9000 systems, Ingres, Oracle, SMSCs, SS7, TDMA, GSM, IS-41, IS-136, SMPP. HP Openview, Eagle STPs, MSCs, WAP, Perl, Java, C, Apache/Tomcat, MySQL, MS Project.

DataChannel, Bellevue, WA, December 1997 to July 1998

Manager, Information Systems / Customer Service

- Started IS and Customer Support areas for Intranet Software startup.
- Implemented custom firewall and VPN solutions.
- Moved company to Microsoft Exchange.

Worked with: Linux, Windows NT, Windows 2000 Server, Exchange, SOCKS, VPN, IPsec, SSL, Perl, Java, Apache/JServ.

O'Brien International, Redmond, WA, November 1996 to December 1997

Director, Information Systems

- Responsible for all Information Systems and equipment.
- Helped IS team complete implementation of SSA's BPCS MRP system for the manufacturing environment.
- Upgraded existing PC equipment and systems to current models.
- Implemented remote access/VPN and Internet connections.
- Setup E-Mail and revised Corporate Web site.
- Supervised four people and managed \$800,000 budget.
- Reported directly to the President of the company.

Worked with: OS/400, Linux, Windows NT, AS/400s, Firewalls, Intermail KX, 5250 Terminals, Client/400, Extra! Clients, BPCS ERP, Perl, C, Java, Apache.

Attachmate Corporation, Bellevue, WA, August 1993 to November 1996

Senior Consulting Systems Engineer

- Provided high-end pre and post-sales consulting and technical expertise to customers in connectivity to mainframe host computers.
- Project lead for \$250,000 Intranet project for a large Los Angeles-based Entertainment company.
- Designed Internet/Intranet interfaces to Legacy/Host based systems.
- Developed and implemented several systems for Attachmate's internal Intranet.
- Led consultant team activities in Bellevue office.
- Provided technical expertise for Banyan VINES and UNIX environments to customers world wide.
- Developed articles and white papers for both internal and external publications.
- Awarded for development of programs and macros that helped close \$1 million account.
- Won Attachmate Achievement Award for creating LAN Distribution Program for flagship products.
- Provided feedback from customers into product development and for executive management.
- Advocate for customer problems at the Home office.

Worked with: Windows NT, Linux, Solaris, NextStep, VM/MVS/CMS/TSO/CICS, Vax/VMS, OS/400, OS/2, Mac OS, Banyan VINES, Extra! Software, 3270, 5250, 3287, 5254, APPN/APPC/LU 6.2, HLLAPI/EHLLAPI, SDLC, ADLC/ASNA, SNA, C, Perl, Java, Firewalls, VPN, SSL, SSH, PPTP, SOCKS, HLLAPI/EHLLAPI, WebSphere, Apache, MS Project.

Lynden Incorporated, July 1991 - July 1993

Manager, Desktop Computing

- Responsible for all aspects of world wide PC & LAN Operations and procurement for a \$220 million a year revenue, International multi-modal freight transportation company.
- Managed \$1/2 million annual budget for PC & LAN hardware and software.
- Helped move corporation from a Host-centric computer environment to a more Client/Server environment.
- Developed improved customer service procedures and helped start trouble call tracking and help desk systems.
- Managed and maintained all UNIX systems.
- Initiated Quality process for Data Processing department.
- Started up PC Department and supervised three employees.
- Responsible for administration of 200 PCs and six Network File Servers.

Worked with: Windows, Banyan VINES, PICK OS, Solaris, AIX, X.25/X.21/X.29, WANs, LANs, VSAT, Ethernet Switches & Hubs, Phone PBX Systems, SOCKS, Firewalls, SSL, Perl, C, Apache.

Old Stone Real Estate Services, July 1987 - July 1991.

Manager, Information Systems

- Responsible for all administration and operation of Local and Wide Area Networks in several subsidiary companies.
- Maintained a 99.9% up-time rating for office systems.
- Replaced costly manual reporting process with automated process for a yearly savings of \$125,000.
- Designed and developed a Real Estate project tracking system used by upper management for instant update on Real Estate projects around the nation.
- Used as PC and PC Network consultant for various subsidiary companies of Old Stone Corporation.
- Responsible for all operation of telephone equipment at offices.

Worked with: Banyan VINES, Windows, WANs, LANs, Phone PBXs, 3270, 3287s, LU1/SNA, Lotus 123, C, dBASE III.

Computer Sciences Corporation, December 1985 - July 1987, Lead Programmer / Analyst , dBASE III, Solaris.

Impact Partnership Services, August 1983 - August 1984, Programmer, dBASE III, C.

Central Washington University, August 1981 - July 1982, Computer Lab Assistant, TRS-80 Mod IIIs,

Exonets , Home & Wireless LLC, 1980 – Present, Owner, Ruby, Ruby on Rails, Perl, PHP, C, Java, JSP, Python, Oracle, MySQL, Solaris, Linux, OS/400, PIC Microcontrollers, BasicSTAMP Microcontrollers, 2.4GHz Microwave, WiFi, Digital Packet, ARISS, Frame Relay, TCP/IP, UUCP, Internet, WWW Servers (Httpd), HTML Web Pages, CGI Scripts, X-Windows, Firewalls, VPN, PPTP, SOCKS, IPsec, SSL, X.509, Bridges & Routers, CSUs/DSUs, TNCs, T1/DDS, Cisco 2500 Routers, Modems, VHF and UHF Radios, Satellite S/L Band Radios, HF/VHF/UHF/Microwave antenna systems, dBASE (II, III, III+), JAVA, JAVA Servlets, XML, Pascal, Fortran, FORTH, Assembler, C++, Perl, Paradox, BASIC, PicBASIC, Visual Basic, Visual Basic for Applications, Access, Excel, WinWord, Visio, Mac OSX, Windows NT, Windows 98/95, Windows 3.1, Xenix, SCO Unix, DataGeneral Aviion, DEC, Prime, MIPS.

Self-Employed, Summer, 1978 & 1979, Contract Programmer, S-100 Bus Computers, dBase II, CP/M,

EDUCATION

- F5 Basic & Advanced Administration, 2008, 2009
 - FEMA NIMS Certified, 2005
 - Certified Emergency Communicator, 2005
 - Certified in Medical First Aid, 2009
 - Miller/Heiman Large Account Management Process (LAMP) training, 2004
 - Effective Management, Battelle Institute, 1998
 - Crosby Quality Workshops, 1997
 - Continuing education with Network Administration courses from Banyan and Novell.
 - Washington State U. 1982 – 1985
 - Central Washington U. 1980 - 1981
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VOLUNTEER WORK

- Emergency Coordinator, City of Redmond Amateur Radio Emergency Services Team, 2005 to 2007.
- Assistant Emergency Coordinator, City of Redmond Amateur Radio Emergency Services Team, 2003 to 2010.
- Venue Technology Manager (Redmond Veldrome), Seattle, 1989 to 1990
Organizing Committee, 1990 Goodwill Games.
- CompuMentor of Seattle, 1990 to 1991
Member, Board of Directors, 1990, 1991
Chairperson, Public Relations committee, 1990, 1991
- Substitute Teacher, Highline Community College, Data Processing Department, 1994 to 1999.

ASSOCIATIONS

- Technical Blog: <http://JohnAllen.us>
- Licensed by FCC for Amateur Radio Operation (Call sign: KD7SEE), 2002 to Present.
- Puget Sound Midrange Association, Seattle Chapter, 1997
Member, Partners in Education Committee, 1997
- Society for Information Management (SIM), Seattle Chapter. 1997
- Data Processing Management Association (DPMA), Puget Sound Chapter. 1986 to 1994
Member, Board of Directors, 1990 - 1993
Vice President, 1993
Secretary, 1991
Chairperson, Communications Interim committee
Chairperson, Public Relations committee, 1990, 1991, 1992
- Association for Computing Machinery (ACM), Puget Sound Chapter. 1986 to 1989
- Institute for Electronic and Electrical Engineers (IEEE). 1986 to 1991
- Editorial Board & Writer for [ABUI Network News](#)
- Staff Writer and Technical Reviewer for [Computer Language](#) magazine. 1988 to 1989.
- Freelance Writer and Speaker on various DP Topics.
- Quoted in [Venture](#), [InfoWorld](#), [InformationWeek](#), and [PC Week](#) magazines.
- Co-Author, [Windows 3.1 Connectivity Secrets](#), IDG Books, Feb 1994
- CompuServe Forum Sysop, [BanForum](#), 1990 to January, 1996
- DP Industry Advisory Board, Highline Community College. 1988 to 2000.
Member, Business Information Systems Degree Development Sub-Committee
Member, Data Communications Degree Development Sub-Committee
Member, Marketing Sub-Committee
- Northwest Venture Group.

AWARDS

Data Processing Management Association Individual Performance Award (IPA), Bronze, 1994
Data Processing Management Association Individual Performance Award (IPA), Silver, 1994
Attachmate Corporation, EXTRA! Achievement Award, 1995

References Available upon request.

Publications list for John Allen

Books:

Chapter 17 in Windows 3.1 Connectivity Secrets, InfoWorld/IDG Publishing, Feb. 1994

Articles:

"Under the Banyan tree", Network World, September 18, 1995, pp55-59

"Novell's Enterprise NOS", Network World, September 11, 1995, pp63-66

"In Review: MS Mail: Here Today, Better Tomorrow?", ABUI Network News, May/June. 1993, pp54-55

"First Look: Open VINES for SCO Unix", ABUI Network News, Nov./Dec. 1992, pp30-33

"Banyan Opens VINES and a Windows of Opportunity", ABUI Network News, Sept./Oct. 1992, p16

"Reviews: C-Display Manager", Computer Language, Apr. 1988, pp102-104

"Reviews: Atari ST C Compilers", Computer Language, Feb. 1987, pp162-165

Quoted:

"Virtual Private Networks promise Security", Peter Ruber, Beyond Computing, May 1999, pp50-53

"NT Version of Banyan ENS Due Next Year", John Dodge, PC Week, June 14, 1993

"Vines Users Keen for RISC", Nico Krohn, PC Week, May 10, 1993, p43

"Vines Now Clings to Unix", Bob Violino, InformationWeek, Aug. 3, 1992, p32

"Vines for SCO to Ship", Laurel Nelson-Rowe, Open Systems Today, Aug. 3, 1992, p6

"Hit the Mean Streets", Michael Naver, CompuServe Magazine, Cover Story, March 1991, pp12-20

"E-Mail's Potential Largely Untapped, Readers Say", PC Week, Aug 12, 1990, p31

"Information Access: First-Time LAN Users", Rose Lockwood, Venture, Nov. 1988, p88

Presentations:

"VINES 5.5x: New & Neat Stuff Like That!", Seattle-Area Banyan Users Group, June 16, 1993, Renton, WA

"Local-Area Networks in the Real World!", Data Processing Management Association, May 17, 1993, Bellevue, WA

"Computers for Sales & Marketing", Pacific Northwest Sales, Marketing, & Pricing Group, April 15, 1993, Seattle, WA

"The DOS API Manual: A Poor Man's Toolkit", Association of Banyan Users International, Fall '91 Conference, Los Angeles, CA.

"Overview of Banyan's BANFORUM on CompuServe", Association of Banyan Users International, Fall '91 Conference, Los Angeles, CA.
