



Fox Consulting Services (FCS)
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Executive Summary

Originating from the SF Bay Area (Silicon Valley), I have been in technology for well over 25 years – 15 of which I've been working as a successful self-employed independent consultant. I've worked extensively for everything from aggressive start-ups to very large global players (i.e. Zurich Financial Insurance, UniLever, Philip Morris, BHP Billiton, IBM, Cisco, CitiBank, Bank of Scotland, RWE Trading, Bank of America, etc.)

Because technology is so pervasive, I have worked in several industries (banking, travel, consumer products, insurance, real estate, shipping, pharmaceutical, communications and technology – to name a few). My ability to swiftly adapt to new technologies, and interface with customers is very strong. I have been successful at quickly identifying the needs of customers and providing complete solutions in a professional manner.

I pride myself on the strong relationships I build with my clients and the professional work ethic I abide by. I have worked with most main stream technologies (telephony, networks, office automation, financial softwares & systems) and I have a strong grasp of best business practices (budgeting, needs analysis, work flow, strategies, planning, deployment, etc.)

I fully believe that technology is only a tool (and a powerful one at that!), and businesses need to learn how to use that tool more effectively. With my unique mixture of strong interpersonal and communication skills, combined with a very solid understanding of technology as a whole, I have been successful in helping companies realize this goal.

Key Points:

- o Over 25 years industry experience – Multiple industry exposure
- o Global Player – Extensive background in large scale international projects (Have worked in Asia, Europe, N/S Americas)
- o Strong communication and interpersonal skills – Able to communicate effectively throughout organizational levels (executive, mid-management, development/engineering, sales/marketing and end user community)
- o Flexibility – cross/multiple platforms, technology focused
- o Proven ability to absorb new technologies quickly and become an expert as needed (Just In Time Expertise)
- o Senior IT Project Management (PMI/Prince II/CoBIT/ITIL)
- o Extensive analytical, strategic and conceptual background
- o Interims Executive Management Experience (CTO/CIO)
- o Strong leadership competence & senior project management skills
- o Service minded, meticulous & very detail oriented – Ability to transfer knowledge effectively
- o Proven track record from aggressive startups to multi-national global companies (sterling references available)
- o Excellent HR/team building/people management skills (various methodologies)
- o Strong relationship management skills (external/internal)
- o Multi-cultural experience (worldwide) – English (mother tongue) and proficient German language skills
- o Result oriented, solution based

Technical Highlights:

- Core technical strengths are Networking, Infrastructure & Security
- Business applications of technology, business process analysis/re-engineering & development cycles
- Auditing / Security Auditing / Compliance & Risk (ie. SOX (Sarbanes/Oxley, CoBIT, COSO experience)
- All mainstream operating systems, applications, networks, protocols and technologies. Office automation.
- Internet/Intranet, Security, architecture, development, infrastructure, strategic planning, systems integration, workflow and technology auditing. EDI (EDIFACT), DMS, CMS, E/M-Commerce, ERP, CRM, DRM, etc.
- Vertical market applications – POS Retail, Visualization technologies (VMware, Citrix, ZEN, KVM)
- Telephony/Mobile communications & technologies (Switch/PBX/VoIP/Voice Mail, IT Conversion)
- LAN/WAN, Client/Server, Cross platform, multi-protocol – heterogeneous platforms and environments
- Storage (NAS/SAN)/DB Warehousing/Data-center architecture and design, deployment and migration

Permanent Employment History:

ROBERT L. FOX

EXPERIENCE:

- 1991–present** **Independent Consultant / Contractor**
FOX Consulting Services (Please see attached document regarding Contracting Experience.)
- 2003–06** **Director IT Services**
Etvice GmbH – Hamburg Germany
Working for a Financial Services company specializing in software and consulting services, I acquired several large scale projects on a pan-European basis generating a large portion of the companies' revenue. Key accounts were IBM, Nordea Bank, Dionex, Lycos Europe, Berelsmann, Marquard und Bahls and Bankhaus Wölbern. Please see the Contracting Experience document for more details. (www.etvice.com German website)
- 1990–91** **Area Tech Specialist (CNE)**
INTELOGIC TRACE – San Mateo, CA
Specialist with Novell LANs/WANs (all topologies). Pre/Post sales support & presentations. Support of western area covering 24 states. Major account management with emphasis on technical issues. Pioneered company LAN support direction nationwide. Novell CNE Certified. Recently promoted to Area Manager of Network Services.
- 1989–90** **Systems Analyst**
GRUBB & ELLIS – San Francisco, CA
Worked in R&D department designing a nationwide brokerage information system. Worked closely with ORACLE Database Servers, SQL Language, SCO Xenix, OS/2, Windows, Novell Network and all associated protocols. Created technical documentation and diagrams. Performed software programming/debugging and system management/administration. Handled all communications and remote support.
- 1988–89** **Network Administrator**
ACSIA INSURANCE SERVICES – Daly City, CA
Managed 150 node ETHERNET LAN, 3Com environment. Designed system layout for company relocation. Assisted in projects with C-language programmer for support and maintenance of a proprietary turnkey database. Coordinated and performed transmissions to banks, carriers, and remote programming support.
- 1986–88** **POS Field Engineer**
MACY'S CALIFORNIA – San Francisco, CA
Responsible for a five-store territory involved with repair and preventive maintenance to board level of:
- Brandt currency and coin handling machines
 - 500+ IBM electronic cash registers
 - Radio frequency security tag equipment
- Also – inventory control and emergency field calls.
- 1985–86** **Technical Support Specialist**
PARADISE SYSTEMS – South San Francisco, CA
Assisted clients with information and installation procedures regarding video display products for IBM PC's and compatibles. Provided expertise of Macintosh 10 & 20-Mb hard drives. Created technical documents and instructions for entire product line.
- 1983–85** **Field Service Engineer**
ELECTRONIC RETAIL SYSTEMS – Foster City, CA
Performed field service of Data Terminal System electronic cash registers. Diagnosed and serviced equipment to board level. Clients included Safeway Stores, Walgreens, Tower Records, and Lyon's Restaurants.
- 1980–83** **Technical Support/Customer Service**
JAMECO ELECTRONICS – Belmont, CA
Established and maintained database system for both inventory control and pricing of consumer/computer products. Assisted advertising department with technical content, language, and layout for company magazines, flyers, and catalogs. Designed and modified existing products for easier application.

* *Excellent references available upon request*

Contracting & Project Experience

Bank of Scotland (LloydsTSB plc) – Berlin, Germany

Online retail bank designed on a 5 country platform based on Oracle Flexcube technology. Hired by the group CTO and acting as a Lead Solution Architect & Interim Manager on an exciting expansion project for an online banking platform in Japan – managed a team of 5 and was considered a work stream leader on a multi-stream project. Responsible for the enterprise architecture (TOGAF) and for the end to end project documentation for a strategic approval committee. Third party vendor management as well as stakeholder and senior project management were the key skills.

Hypo Real Estate / Pfand Brief Bank / Depfa Bank – München & Dublin

Short term analysis role supporting a complex Liquidity Risk reporting and Transformation project including customized software development.

Suhrkamp Verlag (Publishing) – Frankfurt & Berlin, Germany

Renominated Traditional German publishing house – moving main offices from Frankfurt to Berlin – working as a Senior Project Manager responsible for various IT transition and business continuity projects – Company move project and mail transition from Linux IMAP to MS Exchange, and transition from Novell to Microsoft ADS.

BaFIN (Bundesanstalt für Finanzdienstleistungsaufsicht) – Frankfurt, Germany

Federal Financial Supervisory Authority (same as UK FSA) – working on a large scale securities reporting system for CESR (Committee of European Securities Regulators) – As Senior PM managing a team of developers & QA on an IBM DB2 Warehousing platform (Wepsphere, AIX, SQW, ETL, etc.) for reporting nationwide security transactions to the EU – this entailed large scale data transformation and transport – with complex DB process & controls .

Zurich Financial Services – Zürich, Switzerland

Global Insurance based Financial Services company – As a Senior Project manager working on a Global programme for T&T (Transition & Transformation) – moving over 60,000 users from one outsourcing partner to another (IBM → CSC) – Responsible for desktop image standards, distribution, Microsoft ADS conversion and development . Managing a global team of IT managers and third parties.

ComDirect Bank – Quickborn, Germany

Online Bank and daughter of 3rd largest German bank (Commerz Bank) – I worked as a Senior Project Manager on a datacenter relocation and disaster recovery project. I was responsible for the planning and coordination using CMMI project standards and methodologies – coordinating technical staff and liaising with 3rd party suppliers to guarantee delivery on an aggressive timescale.

RWE Trading – Swindon, UK & Essen, Germany

RWE Trading is the trading arm of RWE Group – a very large energy company. The company operates throughout Europe and acts as a hub for all tradeable commodities in physical form, such as power, gas, coal and oil, and for trade in energy derivatives geared towards hedging price risks. I performed several high profile projects including an assurance review for a multi-million pound ECM, WorkFlow and DMS project (for the back office) and presented a strategic report to upper management. I was also leading a "Best In Class" initiative to improve the infrastructure and service delivery streams, and performed a strategic study on "deal capture" systems & technologies used across the Front Office.

IBM Sweden / Nordea Bank – Stockholm, Sweden

Starting as a Senior Network & Security Architect, I was responsible for design, strategy and project management for several consolidation projects moving over 1500 bank specific applications in over 12 data centers being consolidated into two "super" data centers. Then I moved on to a Senior Project Manager role responsible for deploying a large scale, pan-Scandinavian Proxy solution (using Bluecoat products) for the banks 45000 users. Budget responsibility of €12M.

Please Note: This document illustrates my proven ability to quickly adapt to a new environment and tackle challenging problems (both technical and business!). I pride myself on being "solution" based and "results" oriented, I don't claim to know everything, but I know how to find answers quickly!

Lycos Europe (Bertelsmann) – Stockholm/Gütersloh

Acting as a Senior Product/Project Manager heading up a transitional team for an online product used in 8 European countries and over 500K users – Responsible for all technical and business streams including development, marketing, resource and production. Managed a staff of 20+ individuals. Hired receiving staff to take over the product. We moved the development and product management teams from Stockholm, Sweden to Gütersloh, Germany.

Dionex Corp. – Multiple European Countries

High level SOX 404/302 IT Auditing project for a US based technology company in 4 European countries. In addition to coaching and preparing the IT controls, I personally assisted several locations to rectify open gaps in addition to help deploy a worldwide Cisco network infrastructure. I travelled to several locations in Switzerland, France, Germany and England during this project. I also performed a high level gap analysis and managed the gap resolution processes.

Bankhaus Wölbern – Hamburg, Germany

Senior Project Manager for an "IT Move Auditing" project for a midsize bank in Hamburg. They were a daughter company of South African Absa/Barclays Bank. The move included all technology related issues for the new facilities including a new high performance switched networking infrastructure, unified messaging and VoIP Telephone system, video surveillance and time tracking systems (to mention a few). I was responsible for every technology related systems and infrastructure (from cabling on up) for an 800 person company moving to new facilities.

Marquard und Bahls – Hamburg, Germany

World wide independent oil trading and terminal operator based in Northern Germany (with €5 Billion gross). Acting as a Senior Project Manager, I managed a large networking conversion project and also a Windows/Linux integration project (merging LDAP/SAMBA with Microsoft Active Directory Services worldwide) – as well as performing Senior Level IT Management Consulting (up to board level) – Including IT departmental reorganization and restructuring.

Philip Morris, GmbH – Munich, Germany

Largest tobacco company worldwide, owns Miller brewing company, Kraft Foods, General Foods, Oscar Meyer and Freia Marabou (chocolates) to name a few. Worked on a Germany wide network management project. Initially the project was based on **IBM AIX** platform with **NetView** (SystemView), **CiscoWorks** and **Cabletron SPMA** products. After strategic comparisons and testing, a shift was made towards Cabletron Spectrum enterprise products running on both AIX and Windows NT multiprocessor machines. I was responsible for evaluation, testing, configuration and deployment of the management platforms in Munich, Berlin and Dresden. Key systems used **TCP/IP, IPX, SNMP, RMON and DNS** (to name a few). Mixed environment of token-ring and Ethernet, Cabletron and Cisco equipment. Also involved with Internet connectivity and firewall testing, and troubleshooting various Novell, Win95, and NT related issues.

UniLever (Lever France) – Paris, France

Multi-national company, worldwide installations and network. Based in Paris, I traveled and installed 8 countries throughout Europe. Also supported the additional 8 countries from Paris. Installations included **OS/2 1.3 & 2.1, Lotus Notes** server & clients, DEC Pathworks (DECNET), Windows 3.1, Novell IPX/SPX, Lan Manager 2.1, and various other software. Multi-protocol environments. In addition, helped troubleshoot WAN communications issues, server performance optimization, remote administration issues, etc.

Bank of America – Corporate Headquarters (SF), CA

25+ Fileserver environment. 16/4 Token-ring with source routing. Supported 4 floors. Radio dispatched troubleshooting. Network analysis, planning and troubleshooting. Full compliment of LAN/WAN technology including: **3270 & AS/400** Connectivity, **Sniffer**, Windows 3.1, Print services and Cisco routers. I supported both PS/2 & Compaq platforms (x86) and all mainstream applications including **Lotus Notes, ccMail, WordPerfect Office**, Etc.

Syntex Labs – Palo Alto, CA

18+ Fileserver environment, 800+ Nodes – **Token-Ring** with **source routing**, Macintosh's on an **Ethernet** cloud. Help Desk environment. Assisted with Novell Netware 3.11 upgrades and implementation. Worked extensively with **Windows 3.0, MS-Dos 5.0** and **OS/2** including **CC-Mail** and most mainstream application software. Established backup procedures, resolved memory management problems, installed **3270** software support within Windows. Created "*Standards*" documents for Dos configuration, Windows setup, and general networking procedures. Resolved hardware conflicts and researched new products. Major duties included network planning, design, and implementation.

Citicorp – Oakland (San Jose, Los Angeles and Arizona), CA

Installed complete system in Phoenix, AZ from ground up. Netware 3.11 fileserver with 18 nodes. Installed, configured and tested entire system including all scripts, UPS configuration, remote dial-up, backup, and printing. **10-Base-T** topology, EISA Fileserver with mirrored 600M drives and intelligent UPS. Upgraded three Netware 286 systems to 386 v3.11. Remote support via modem. IWI Equipment & 27 remote site installations with dialup.

FEMA (Federal Emergency Management Agency) – Redwood Shores, CA

Installed & configured a Netware 3.12 superserver based on a NetFrame 450 platform. Designed volume structures and managed full data migration. Established a **Windows NT Advanced Server (NTAS)** with **SQL Server** and configured Netware requester. Configured 30+ Pentium based workstations with **Windows for Workgroups (WFW)** 3.11 & Netware connectivity. Established remote dialup support and hired replacement contractor. Worked closely with many Windows applications, ie: **Microsoft Access**, Crosstalk & Word 6.0 to mention a few! Also traveled to Denton, Texas for further configuration & resolution of network systems.

The GAP, Inc – San Bruno, CA

International retail organization (Banana Republic, GAP Kids, Etc.) **OS/2** predominant environment. Helped establish their **Lotus Notes** PILOT server including dual **FDDI** ring setup using TCP/IP and **Netware Requester**. Also assisted in backup strategy and network management facilities/utilities. Cleaned up troublesome network and chronic problems related to ccMail and the Netware Servers. Researched and recommended network management utilities including remote access. Installed and configured dial-in/out modem pool for multiple sites.

Cisco Systems, Inc – Santa Clara, CA

Leading bridge/router company. Joined the engineering group to resolve outstanding PC networking issues. Also, designed & installed a full featured Novell server with TCP/IP and NFS. Consolidated the development group machines and configurations. Worked extensively with **WFW**, Windows NT, **TCP/IP**, WP Office (Symmetry) and **PVCS**, just to name a few. Acted as liaison with the main IS organization. Established company policies for PC systems support and configurations.

Matson Leasing Company – San Francisco, CA

Worldwide shipping container-leasing firm. Originally started with workstation configuration and consolidation project in San Francisco. Resolved configuration issues with Novell, OS/2, WFW and **Xcullenet** package. Established companywide configuration policies. Traveled **extensively** throughout Europe and Asia (**17 countries in all!**) deploying the standard workstation configurations over two months. Also, played a key role in design of worldwide TCP/IP network using Cisco products and SITA network services – and designed the global Microsoft ADS infrastructure.

BHP Minerals – San Francisco, CA (Broken Hill Proprieties – Australia)

International organization headquartered in Australia, primary business is mining, steel and petroleum. Traveled to remote offices (**Hong Kong, Beijing, Tokyo, London & Rio**) upgrading all PC systems for standardization and migration from WordPerfect/Lotus 123 products to MicroSoft Office. Also established MSMAIL products for conversion from cc:Mail. Documented each site and optimized all configurations. Resolved outstanding computer problems in each location. Installed Lotus Notes servers and workstations. Performed major cleanup of existing Novell environments and eradicated any viruses. Managed & trained a team of seven consultants on a tightly scheduled project to upgrade **400+** machines in the SF office to WFW and MSMAIL. Solved key technical issues related to NT Servers (ADS) and Cisco router configurations

Mellon Capital – San Francisco, CA (Mellon Bank)

Investment management firm, subsidiary of Mellon Bank. Established configuration standards for Windows 95 installations with multi-protocol stacks including **PCNFS-Pro** and Netware 32bit client. Resolved dial-in conflicts for international clients on a **USR** modem pool and tested various transfer protocol standards. Converted a HDB-uucp installation to Taylor-uucp on Sun Solaris Sparc systems, wrote scripts and supervised cut-over with the vendor. Trained key personnel on system usage and connectivity.

Teknekron Software Systems – Palo Alto, CA

Worldwide financial information systems company, primarily UNIX based. Established full development and operations LANs. Traveled to **Zurich, Switzerland** twice to establish remote development and demonstration LANs. Managed PC to Unix connectivity including **PPP** & Xterm sessions. Multi-protocol environments: TCP/IP, IPX, NetBios, Etc. Created company wide PC policies. Extensive work with the following packages: Windows 3.1 & Windows for Workgroups, NetManage, OS/2, Windows NT, Novell Netware 3.11, and most Windows applications. Also worked with Sun IPX, Sparc 2 & 10 machines

3Com Corporation – Santa Clara, CA

Focus on **Lotus Notes**. Install Notes **SMTP** Gateway and FAX gateway products. Optimize & standardize **OS/2 2.1** desktops on 14 servers. Build two additional server for the gateway products and troubleshoot connectivity issues. Installed TCP/IP on OS/2 host for SMTP connections.

DeTeSystem (Daughter of Deutsche Telekom) – Frankfurt, Germany

Servicing several prominent customers throughout Germany (ie: **BMW, Otto Versand, Desdner Bank**) – I worked as a Senior Project Manager on a complex network management system customized for each customer using a product called **MicroMuse NetCool**. This product requires intimate knowledge of several other network management systems (**Tivoli, SystemView/NetView, Spectrum**, etc.) Coordinating the efforts of a small team (4), I established procedures and created management reports. I helped establish management probes for some customers. Also drove a special development project.

Digital Equipment Corp./CIBA Chemicals (Ciba Geiger) – Valbonne, France

A global computer organization which has a network control facility in Valbonne (near Nice, France). They have a large global customer, Ciba Chemicals, which outsourced the worldwide network support for the network monitoring and infrastructure. I was brought in for a concentrated several week period to assess the chronic issues plaguing the Ciba network and the user community. Specifically, there were OSPF and Frame relay router problems on the global network. This was also a **high level** assessment to evaluate and report on policies, procedures and organizational issues that were challenging Digital in supporting their customer. I liaised between various internal and external groups (British Telecom – frame relay issues, Microsoft – NT WINS related, etc). A high level report was produced and presented to Senior management which outlined several observations and suggestions. This was a Senior IT Management consulting role – very high profile.

Seagrams (Universal Music Group) and Compaq – Germany Wide

A £90 Milo. project covering over 44 countries together with Compaq Computer Systems. Under the guise of a Y2K project, they were updating over 10K PCs worldwide to a common standard platform (Win98/Netware5) with distribution using ZenWorks. Representing Compaq, I was responsible for all of Germany (over 5 locations & 2000 users) in a Senior Project Lead role in a politically challenging environment (high profile). I was chosen for my German language skills and my experience in large scale Senior project roles. Managing a team of over 8 people, my main responsibility was to ensure integration of non-standard and in-house developed applications into the "core" standardized distribution. Despite aggressive time constraints, we were able to achieve full integration and testing prior to a live deployment of new systems in time. Several mainstream technologies were involved (too many to mention).

Fujitsu Computer Products of America (FCPA) – San Jose, CA

Major cleanup of existing 7 server environment (Netware 3.11) Updated servers with latest patches and solved chronic problems. Evaluated and installed Novell's NFS Gateway product. Evaluated and recommended various TCP/IP client solutions: NetManage Chameleon NFS/X, LAN WorkPlace, WRQ Reflection, and Novix by Firefox and PC-NFS. Researched compatibility issues and memory configurations. Also evaluated **UnixWare**. Worked closely with **Oracle SQL*NET** products, Sun Sparc 10 & 2 machines, Sequent PT/x and Portable Netware. Also installed a **Solaris x86** platform for a SMTP gateway with connectivity to **ccMail** and the **INTERNET**. Helped cleanup existing TCP/IP address and masking problems. Established SNMP, DNS and NIS services company-wide.

Charles Schwab & Co. – San Francisco, CA

Multi-server, multi-location environment. Mixed topologies of Token-Ring and Ethernet. Novell Netware 3.11. Primary responsibilities included product research, network application installations, network performance tuning, memory management issues, remote communications, PC E-Mail installs, **SQL Server** testing. Extensive **OS/2 2.0** installs & testing including Netware requester and 3270 emulation.

ASL (Auto Service Leasing) – Munich, Germany

A relatively large car leasing company throughout Germany. Originally I was asked to help qualify external resources for their IT organization. Then I aspired to a Project Manager role (EDV Leiter) helping on a strategic level to set company direction for the future related to IT. I worked closely with a large external strategy consulting firm (**Bain & Company**) and the firms executives to facilitate an IT reorganization. There were several historical problems with the IT group within this firm and they needed a clearly defined strategy and direction. I helped define organizational improvements, set standards, increase communication between management and IT staff, streamlined operations (team building) and assisted in personnel changes. In addition, I was also closely involved with technical decisions (both short & long term). This was a highly politically charged environment and required a very strong communicator and facilitator. The work which best describes this position is "Professional Catalyst".

Notable Special/Extra Projects: *The following projects are either too small by name or too short-term to add to my main CV. Still I believe they are notable for the caliber and/or special circumstances:*

McAfee Associates, Inc - European Professional Services, Amsterdam

Well known software company best known for its virus scanning software. They also have Enterprise wide HelpDesk, Network Inventory, Management, Diagnostics, and Software distribution packages. They were slightly under resourced and needed somebody to help in a Senior Consultant role installing and training large customers on their products. The program is called Jump Start, and is usually 5 - 10 days worth of consulting. Customers I have personally worked with were **Pünder, Volhard, Weber & Axter** (3rd largest lawfirm in Germany), **Giesecke & Devrient** (they produce various currencies including the German DM) and **EuroWings** (relatively small airline in Germany). McAfee's products work on various platforms (Novell, Microsoft Server ADS, SQL, NT, SMS, Win95) and require a broad technical background.

EINSTEINet - Hamburg, Germany

Upstart ASP-Provider in Germany, took over a larger firm called Computer Partner (AG) ~450 employees. Offering ASP solutions together with **Nortel Networks** as a technology partner. My position was **Senior Technical Design Authority** (TDA) - large data center environment - **ASP model** using Microsoft Office products (Win2K based ADS) and **Citrix Winframe** products, Nortel predominant infrastructure with **Nokia firewall** technology. Other technologies included Sun Microsystems **iPlanet**, **EMC** storage (NAS/SAN), Veritas, Tivoli Systems and private **SDH (ATM)** backbone infrastructure. I evaluated new technologies, responsible for design issues (network and systems) and some pre-sales support. Researched **SAP integration** into the datacenter. Performed technical analysis on integration, migration and development issues related to a large datacenter environment.

SportGate (PixelPark) - Berlin, Germany

A venture capital incubator (daughter of Pixel Park) called Venture Park needed an **interim CTO** for a new internet sports portal. Involving four major investors/founders: **Boris Becker** (German tennis star), Dr. Prof. Helmut Thoma (RTL fame), Paulus Nief (Pixel Park) and Manfred von Richthofen (DSB) - I was responsible for all technology related issues (internal and external) - managing external resources (up to **30 person** development team) and establishing the internal IT organization (build-out of the group). Negotiated multi-million DM contracts and SLAs, and coordinated the communications between various entities. Executive level decision making, **budgeting** and involvement.

Berliner VolksBank - Berlin, Germany

One of Europe's largest regional banks - with over 125 branch offices. On request of the bank's **Board of Directors**, I was brought in as a high-level, independent consultant to analyze a **DM 150 Mio.** Project to create a broadband network infrastructure for the entire bank (with **VoIP** services to replace the normal PBXs). They wanted a technical review and audit of the technology and project practices in progress to determine the bottlenecks or inefficiencies. Short term, but very high profile - dealing with the bank's Senior Executive Management and external vendors like **Boston Consulting**. Had to present my findings personally to the Board of Directors.

Underwriter Laboratories (UL) - Frankfurt, Germany

UL is an independent, not-for-profit product safety and certification company (equivalent to the German TÜV). Over 100 years old, and expanding internationally, the title was **interim European IT Manager** - Based in Frankfurt, I was responsible for building out the IT infrastructure within Europe, and coordinating the different country IT efforts. I traveled to Denmark, the U.K. and Holland - managed external vendors and facilitated intra-country communications. Worked extensively with **Arthur Anderson** individuals.

First-E/ENBA - Dublin, Ireland

Hired as **interim CTO** (Chief Technology Officer) for their **Credit Products** division. Responsible for building out the IT organizational structure, negotiating with external vendors (SLAs) and establishing development channels. Identifying operational and technical inefficiencies, and working together with the CEO - budgeting for the build out and business development of the new division (specific for credit products and potentially insurance offerings)

Abbreviated Skill-Set list:

High-Level Skills:

Needs Analysis / Strategic Planning / Management Consulting
Solution Architecture/Planning/Design
IT Governance / IT Auditing /SOX 302&404 / BS7799 / ISO17799 / ITIL / CoBIT
Systems Integration / Migration / Deployment
Software Development Management/Strategy
Business Process Analysis, Design & Definition
Business WorkFlow / Documentation (DMS & CMS) / Communication
Client/Server topologies / platforms
Internet/Intranet (E/M-Commerce, E-Shop, B2B, B2C, ERP, CRM, security)
Technology Auditing / Documentation
Network Management (SystemView/OpenView, Spectrum, Tivoli, etc.)
Security (Firewalls/Proxies/NAT/Audits/PKI Infrastructure/IDS&IPS)
Messaging (Most mail protocols, clients and server packages – POP/IMAP, SMTP)
Telephony/Mobile communications (CTI/Switch/PBX/VoIP/Voice Mail)
Sniffers/Packet Analyzers/Network performance tuning
Network Administration / Consolidation / Management / Directory Services (LDAP/ADS)
LAN/WAN Infrastructure (routers, bridges, switches, hubs, gateways, etc.)
Dial in/out access (remote support, SSH and VPN)
Groupware / Calendaring / Scheduling
Cabling/Wiring/Design
SAN/NAS Storage Architecture and implementation (EMC, IBM, SUN, HP, etc)
Senior Project Management (PMI / ITIL)
Large Scale Deployment / Integration / Transition / Multi-country / Logistics
Source code tracking (RCS, PVCS, etc.)
Vertical market applications – POS Retail
Data Modeling / Data warehousing
Virtualisation Technologies (VMware, Citrix, VirtualBox, Zen, KVM, etc.)
Avid Open Source Proponent
Multi-cultural experience – Native English, proficient German

Technical Skills:

(I have worked with ALL versions unless otherwise specified)

***EVERYTHING* From:**

Microsoft – Win NT/W2K/XP/VISTA, Windows Server, Win95/98/, BackOffice, Exchange, SMS, SQL Server, Active Directory Services (ADS), etc.

Novell – Netware (all versions) Access Server, Connect, MPR, NDS, Zenworks, etc.

IBM/Lotus – Notes, Domino, ccMail, LCS, etc.

Cisco – All versions of Cisco IOS, Access routers, SOHO, Wireless, etc.

Other/OS: Linux (Redhat, Mandriva, SuSE, Novell, Debian, etc.), Solaris (SunOS), AIX, HP/UX, MAC OS (X), BeOS, OS/2 (Warp), A/S400, DOS, etc.

Wireless Technologies: Bluetooth, WiFi (802.11x), GSM/UMTS, WiMax, UWB, 2G/3G

Databases: Oracle, Sybase, DB2, Ingres, Informix, SQL Server, Access, FoxPro, MySQL, etc.

Protocols: TCP/IP, IPX/SPX, Netbios, NetBeui, Appletalk, EDI (EDIFACT) XNS, LDAP, SNMP, SMTP, DNS, X.400, X.500, ISDN (PRI/BRI), FTP, SSH, RSYNC, OSPF, BGP, SAP, NFS, SQL, X.25, SNA, POP3, PPP(Oe), xDSL, IMAP, VoIP, IPTV, VPN, RADIUS, Etc.

**** *There is much more to my background than I can easily document. This is the abridged version. Please contact me if you have any questions or check out my web page!***

**Thanks,
Robert Fox**