

## WILLIAM HERVEY ALLEN

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### Education

University of Oregon, Eugene, OR: Candidate for MS in Computer & Information Science. (Most coursework completed as of July 1999.) BS in Computer & Information Science, December 1990.

University of Chile, Santiago, Chile: One semester graduate level study, Fall 1991. Included graduate level network and computer architecture coursework. All work and class sessions were in Spanish.

Pomona College, Claremont, California: BA in History of Science, May 1986. (Included upper-division physics and full calculus sequence. Honors on thesis.)

Additional technical training listed below.

### Professional Experience

**Network Systems Engineer Network Startup Resource Center:** University of Oregon NSF Grant Foundation (October 1998 to Present):

- Principal programmer and designer for project under grant from the Internet Society (ISOC) to program a Network Workshop Resource Center portal web site using PHP, MySQL, Apache, and additional integrated products. Project started May 2003. Portal launch February 2004 at [ws.edu.isoc.org](http://ws.edu.isoc.org).
- Workshop coordination and teaching planned for March 2004 for CEDIA in Quito, Ecuador. See [ws.edu.isoc.org/workshops/2004/CEDIA](http://ws.edu.isoc.org/workshops/2004/CEDIA) for details.
- Project programming in PHP and MySQL under Linux running Apache to move entire nsrc.org website from Solaris Sparc platform to Intel Linux. Approximately 25,000 lines of code and extensive system configuration involved.
- Included creation of extensive Help Desk and End User Support documents for limited resource environments ([www.nsrc.org/helpdesk](http://www.nsrc.org/helpdesk)).
- Presentation and training of network staff at AfNOG 2000, 2001, and 2002 in Cape Town, South Africa, Accra, Ghana, and Lomé, Togo. See [www.ws.afnog.org](http://www.ws.afnog.org) for details.
- Complete evaluation, training and report to an ISP, in Luanda, Angola to help them create a functioning and efficient Help Desk with a small staff and a large user base. Most of the recommendations made were put in place within a few months. See [nsrc.org/helpdesk/isp.html](http://nsrc.org/helpdesk/isp.html) for the text of the report. This visit included a press conference at the Angola National Press Center and story on Angolan National TV about my activities.
- Presentation of materials, training of local staff, and assessment of services in Luanda, Angola, Santo Domingo, Dominican Republic, and via extensive email correspondence to organizations in Africa, South America, and Asia.
- Training sessions have included Windows NT IIS configuration and use, client proxy configuration issues, in-depth Help Desk creation and maintenance, and interactive CD-ROM creation on a budget, Linux/FreeBSD/UNIX system security, SSH security fundamentals and use, as well as FreeBSD/UNIX vs. Windows operating system seminars.

- System administration of nsrc.org running SunOS 5.5.1, including Java web server, logging, and MySQL database maintenance.
- Creation of very detailed help pages for potential ISPs – see nsrc.org/isp.html for example. Under consideration as a possible RFC submission.
- Extensive additional consultation on UNIX (FreeBSD and Linux) and network connectivity issues via email.

**Sales Engineer, Turbolinux, Inc.:** San Francisco, CA (September 2000 to July 2002):

- Turbolinux, Inc. shut down its US operation on 7/15/02.
- Answered customer's pre-sales technical questions.
- Designed, tested, and installed large scale booth networks and demos for company at events such as Comdex, InterOP, Linuxworld, and IBM World.
- Worked closely with multiple vendors, including IBM, HP, Compaq, AMD, Intel maintaining company-to-company technical relationships.
- Taught several multi-day workshops on Linux, and Linux clustering to clients in Montreal, Canada, Cologne, Germany, New York, NY, and San Francisco, CA.
- Tested and added hardware support code to Linux kernel for Turbolinux Server 6.5 for IBM zSeries (S/390) released June 2001.
- Gave technical presentations on Turbolinux products and Linux in general to numerous companies and several Universities at many locations. Including “C-Level” presentations at Fair Isaac, Qwest, Verizon, Liberty Mutual Insurance, Credit Suisse First Boston, Terra Lycos, Compaq, IBM, and The Credit Index.
- Trained, troubleshot, supported, and presented on products including Turbolinux Linux server and workstation products for x86, R6000, AS/400, zSeries (S/390), server for Oracle 8i and IBM DB/2, Turbolinux Cluster Server, Turbolinux EnFuzion (distributed computing), and PowerCockpit – a mass deployment program for Linux and Windows NT/2K.
- Developed, designed, and implemented the Turbolinux zSeries web site (no longer in service) using PHP and MySQL under Apache running on Linux. Included MySQL FTP authentication for product download and customer registration.
- Presented ad-hoc at numerous trade shows and IBM roadshows to anywhere from one to several hundred persons.
- Presented to the NYMVMUA (NY Metropolitan VM User's Association) at their invitation. Was invited to speak to NYMVMUA a second time and at the HP World Los Angeles 2002 convention.
- Received outstanding employee recognition at Turbolinux November, 2000.

**Private Network and Web Consultant:** Eugene, Oregon and San Francisco, California:

- Multiple projects over the years. Last two projects were:
  - Moved law firm in San Francisco, CA from one physical office to another (6/02-7/02), including migration of all services (printing, data entry, billing, external access, shared data, etc.) from Windows NT-based services to Windows 2000 Professional. Included security setup, optimization of server, reconfiguring of group and user names for better security, and physical installation of network hardware, including usage of NAT under Windows 2000 Professional for additional security.
  - Continued updates and redesigns of site sections for [www.amberscience.com](http://www.amberscience.com): 8/02.

**Microcomputer Support Specialist:** University of Oregon (June 1992 to September 2000):

- Oversaw and coordinated central microcomputer support for the University of Oregon

(17,500 students, 3,000 faculty and staff) at the UO Computing Center.

- In charge of hiring, scheduling, supervising, and training student staff of 15+ with two co-workers. Students were used for central support and assigned to departments.
- Installed and configured Windows NT, Novell 3.x and 4.x, Mac AppleShare, Mac OS X, Linux, and FreeBSD servers for campus, local, and personal use.
- Troubleshoot, explained, and trained campus users on Windows NT issues of domains and visibility. Included configuration of WINS, PDC, BDC's, and the use of LMHOSTS files as well as explaining routable (TCP/IP) vs. non-routable (NetBEUI) protocols.
- Determined optimal network configuration for dialup and local users and configured a Network Application Installer accordingly. The installer, also, included pre-configured versions of TeraTerm Pro SSH, WS\_FTP LE, IE 5.x and/or Netscape 4.7x, IP/TV, Free Agent Newsreader, Eudora 4.x, Kermit 95, and multiple utilities.
- Extensive customer support for all things Mac and PC, including countless network and hardware issues, software and operating system support.
- Taught numerous workshops, training sessions, and the "art of troubleshooting" to students, faculty, and staff.
- Designed and maintained the Microcomputer Services website (micro.uoregon.edu), including responsibility for the original site and major updates to site design. Site receives several million hits per year.
- Directly involved in the creation of the Duckware CD-ROM, which contains UO-specific network installers and is distributed to over 10,000 students.
- Managed a 4x increase in requests for microcomputer assistance with only a minimal increase in staff and resources (included hundreds of phone and walk-in clients daily).
- Created numerous installation programs, documents, procedures and policies.
- Facilitated general campus directions concerning technology, including the use of Windows 2000, issues with Outlook, rollout and support of Windows 9x.
- Coordinated and negotiated multiple campus-wide software purchases, including site licenses for Norton AntiVirus, Mac OS, and Apple Support Professional.

**Lead Technician NetCorps:** Eugene, Oregon (November 1998 to September 2000):

- Principal technical advisor for multiple large-scale interactive Web projects. These projects included the use of Windows NT, IIS 4, Active Server Pages, MS SQL Server 7, VBScript, JavaScript, and Java applets. Personally programmed several sections of these projects using a combination of HTML with extensive include files, JavaScript, and calls to SQL Server objects.
- Installed, updated, and maintained several Windows NT servers, including Netcorps backbone web (<http://www.netcorps.org/>), email, and LAN servers.
- Was co-lead for large-scale project specifications that included specifying projects down to individual functions fields and storing this information in an Access database. Projects have included [www.trca.org](http://www.trca.org), [www.akrain.org](http://www.akrain.org), and multiple other sites.
- Acted as network and system admin for E-LAW ([www.elaw.org](http://www.elaw.org)) as a NetCorps employee. Included extensive planning and implementation of a Windows NT E-mail, News, Web, List Server, and LDAP server that all interact by cross-sharing mailing lists with newsgroups and authenticating via an LDAP server. Products used include Netwin's ([www.netwinsite.com](http://www.netwinsite.com)) DMail, DList, DNews, DMailWeb, and DNewsWeb products using Netscape's Directory Server for LDAP services. Maintained and replaced Netscape Enterprise Server (Suitespot) with these products.

**Principal Associate Websoft & Associates:** Eugene, Oregon (January 1996 to December 2001):

- Created multiple Web sites for clients in Australia, Palo Alto, Philadelphia, Chicago, and Eugene. Including Track & Field News, Precision Transducers, and Track Town Pizza.
- Several projects involved extensive programming in C, some JavaScript, and Perl.
- Learned to use Photoshop 4/5 on the Mac and PC and am capable of updating graphics as needed. This has been invaluable at the UO, NetCorps, and the NSRC.

**Network Services Assistant:** UO Computing Center (4/92-6/92):

Extensive NIC installation and client configuration.  
 Router and IP address scheme training.  
 Network Server training (Novell).

**Lee Jeans Programmer:** Santiago, Chile (5/91-4/92, All work done in Spanish):

Two weeks extensive training in VAX VMS at SONDA Chile. Scored 100% on final exam during training course.  
 Some work on large COBOL projects.  
 Creation of inventory reporting system all in DOS batch files, including automated data transfer via dialup connections.

**Microcomputer Student Assistant:** UO Computing Center (12/88-12/90):

- Lead student consultant. Included developing anti-viral strategies for the University of Oregon and answering questions dealing with DOS, Mac System 4-6, VM/SP, VMS, Fortran, C, SAS, SPSS<sup>x</sup>.

**Lab Assistant:** UO Continuation Center (8/88-12/88)

**Pomona College Computing Head Consultant:** Claremont, CA (5/86-7/88):

- With one other co-worker responsible for the daily operation of Pomona College Academic Computing Services. In 1986-88 this included a student staff of 40+ people (all hiring and scheduling), an IBM 4381 running VM/SP with 80+ terminals, multiple tape drives, installation and testing of an IBM super-mini 9370, line printers, and terminal controllers.
- In 1987 we installed the first BITNet connection to the college and coordinated and configured network connectivity for Harvey Mudd College via this connection.
- Taught multiple classes in the use of CMS (under VM/SP), Exec 2, REXX, some APL, XEdit, Script, and GML.
- In 1986 installed IBM PC's and networked several using 3270 terminal emulation (IRMA) cards.
- 1987 installed and setup the first campus lab of PC's running DOS & OS/2, and Apple Macs.

**Pomona College Computing Student Consultant:** Claremont, CA (9/83-5/86)

**Additional Technical Training**

- Attended two 2-day Linux on IBM zSeries (S/390) workshops in November and December 2001 at IBM headquarters in Poughkeepsie, NY. Gave security for Linux on zSeries presentation at second workshop as requested by teacher.
- Windows 2000 3-day Advanced Workshop (1999), and Win NT 2-day workshop (InterOP 1997).
- Windows 3.1, Windows 95, Windows NT, and Microsoft Networking/TCP/IP (1994, 1995, 1997, 1998) 1-day courses.
- Numerous one-day events for Apple, Mac OS, server issues, Microsoft, and Intel as well as various computer-related conferences in the U.S including InterOP, NANOG, and PC Expo.

- Intensive VMS Training at SONDA (DEC national office in Santiago, Chile), (1991).
- IBM PC Hardware and Software 3 day workshop in NYC, (1987);
- IBM VM/SP Users Conference (1987); West Coast Teachers in Computing (1986), numerous IBM VM/SP workshops (1986-1988), and seminars (TCP/IP and SNA in 1986).

#### •Activities

Running, travel, reading, languages (fluent in Spanish, 6 years of German), playing with computer hardware and networking, biking, camping, skiing, Web design, and movies.

#### •References

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