

MATTHEW J. OLDHAM

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INFRASTRUCTURE PLANNING • NETWORK ARCHITECTURE/SYSTEMS INTEGRATION Standards • Performance Monitoring • Technical Support

Accomplished Network Engineer with uncommon technical expertise and proven results in interpreting, organizing and executing complex enterprise Internet/e-commerce business solutions requiring end-to-end data flow management. Knowledgeable in basic security trading, order flow, market data technology and market data vendors. Critical thinker. Clear communicator; adept at bridging the gap between business users and technology partners. Thorough and comprehensive, but flexible, planner. Hands-on, energetic project manager; adept at juggling rapidly changing business priorities to deliver accurate, value-added solutions on deadline. Intuitive problem solver. Collaborative change manager with a strong work ethic, a reputation for integrity and a passion for getting the job done right the first time.

► Strengths

Analysis	e-Commerce	Purchasing/RFPs	Team Building/Training
Compliance	Implementation	Risk Management	Telephony
Configuration	Installation	Security	Testing
Connectivity	Integration	Solution Design	Troubleshooting
Data Flow Management	Load Balancing	Standards/Practices	Vendor Management
Disaster Recovery	Packet Analysis	Strategic Planning	Vendor Sourcing
Documentation	Performance Monitoring	Technical Support	Voice/Data Technologies

► Technical Expertise

Technologies	VoIP Telephony, Ethernet 802.3, KVM switches
Telecom/Topologies	CTI, CMAPI, AES, VDN, Intuity, vectoring, CMS, ACD, HSSI, IPmedpro cards, CLAN, VPN, BRI/ISDN, POTS, frame relay, trunk ports, DS0/1/3, OC12/48 and other layer 2 and 3 devices, Dialogic telephony cards, DWDM, ATM, SONET, FDDI
Network Equipment	Avaya; Cisco Catalyst series 6500 and 2900 switches; Cisco series 7600, 7200, 3800, and 2821 routers; MFSC; Sup720; SSL modules; CSS; CSM
Protocols	TCP/IP, OSPF, MPLS, BGP, IPX/SPX, SNA, HSRP, PPP, DHCP, DNS, SNMP, EIGRP, RDP
WAN Devices	CSU/DSU, modems, V.35
Security	ACLs, Cisco FWSM, Cisco Riverhead DDOS, Cisco IDS, CrossBeam X-Series, IPSEC
Load Balancing	Cisco CSS/CSM, F5 BIG-IP global traffic manager (GSLB)
Monitoring Tools	Mercury Siteseer/Sitescope, Keynote, Gomez, CA Spectrum, Cisco Works, Ethereal, Network Instruments Observer
Standards	IEEE, IETF, IANA, ANSI, OSI model

► EXPERIENCE

BASCOMB CAPITAL MARKETS, St. Louis, MO

1998–2010

Installed, configured, integrated and customized voice and data network technologies and equipment to meet increasingly sophisticated customer expectations and changing regulatory requirements while accommodating dynamic business growth in a fiercely competitive securities trading marketplace.

Network Services Manager (3/09–8/10)

Managed voice and data systems in a heavily technology-dependent financial services company with nearly \$2 billion in annual revenue. Played an integral role in enterprise infrastructure planning and change management. Analyzed business needs; researched leading-edge technologies, vendors and equipment to develop sophisticated yet practical business solutions to enhance business agility and competitive advantage.

Coordinated strategic and tactical direction for voice and data infrastructure in close collaboration with the Network Services team and 4 infrastructure colleagues. Authored LAN/WAN standards and procedures;

established common monitoring practices and activities. Conducted periodic performance/configuration reviews; identified potential risk. Presented findings and improvement/upgrade recommendations to executive IS management.

Managed relationships with strategic vendors and business partners. Helped estimate equipment requirements and implement solutions. Assisted project, operations, quality assurance and infrastructure managers with staffing issues and status updates. Performed quality testing; held final approval on test processes and migration. Documented voice and data systems architecture and integration.

Resolved network planning, architecture, implementation, maintenance, security and support issues. Managed enterprise network issues involving 900 servers, 3000 branches and 1,800 employees; imaging and COLD systems; multifunctional Avaya (voice) systems and services; customer order flow; market maker interfaces; market data feeds; and regulatory interfaces to SEC, NASDAQ, OATS, DTC and OCC; as well as systems/applications technical support.

Directed troubleshooting of production networking issues related to bridging loops, WAN connectivity, network slowness, and server connectivity issues. Provided single point-of-contact for all major voice/data outages requiring Avaya and/or Cisco TAC escalation. Managed an 8-member technical team.

- ▶ Designed state-of-the-art core and edge network for multimillion dollar, 20,000+ sq. ft. data center.
- ▶ Developed DWDM/Ethernet solution incorporating AT&T UVN for geographically diverse MAN connecting 3-building campus and remote disaster recovery site.
- ▶ Helped develop new Internet hosting architecture to accommodate fault tolerance using F5 BIG-IP global traffic manager (GSLB) to distribute end-user application requests according to business policies and network conditions, ensuring highest possible availability between geographically diverse data centers.
- ▶ Partnered with AT&T to design 270+ MPLS branch network and migrate path from PRN to MPLS.
- ▶ Designed and implemented "NICE" centralized auto recording solution enterprise-wide, working in conjunction with Avaya equipment, VoIP and CMAPi technologies, and eliminating the need for dedicated recording servers in each branch office.
- ▶ Maintained and supported a network of ±270 Cisco routers and switches and VPN concentrators.
- ▶ Designed, coordinated, and supervised installation of fiber and copper cabling schemes at remote branch locations. Installed and supported various Avaya phone systems including Partner and Definity, G250, G350 and G650. Coordinated remote office data network/voice equipment installations and relocations (including WAN provisioning) with MCI and Verizon telecom vendors.
- ▶ Audited the Network Services team's adherence to policies and procedures.
- ▶ Created logical maps of new network designs/layout in Visio for ease of troubleshooting.

Network Engineer II/Team Lead (6/04–3/09); Network Engineer I (10/98–6/04)

Planned, designed and managed enterprise-wide voice and data network; monitored performance and performed statistical capacity reviews to assure seamless transitions when new components, systems or locations were added. Provided escalated technical support for headquarters data communication hardware and software. Oversaw tier-1 and tier-2 issue resolution with respect to routers and switches. Managed 4 network technicians/administrators.

- ▶ Installed new wiring in the headquarters data center and offices, enabling PC LAN/WAN communication to 300 employees and 40 branches nationwide.
- ▶ Migrated Inter-Tel telecom switch to Avaya Definity G3Si switch and Intuity voicemail, 2004.

▶ PROFESSIONAL TRAINING & EDUCATION

Avaya Definity Call Vectoring Programming • Avaya Definity Administration
B. S., Computer Science, Emphasis: Information Management
Washington University, St. Louis, MO