

# JEFF S. MORRIS

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## SUMMARY:

Results-oriented, professionally recognized IT professional with comprehensive networking, web, Internet, server, and development experience and a proven record of success. Well rounded skill set. Has successfully founded and managed several startup technology companies. Holds multiple IT certifications with a focus on Linux and virtualization/cloud computing.

## RECENT ACCOMPLISHMENTS AND PROJECT HIGHLIGHTS:

- Designed and implemented a synthetic transaction monitoring system for Amazon.com's international paging system, ensuring that any and all faults in the service were detected, even in the lack of specific error conditions. (2014)
- Developed a highly scalable, high availability, cloud based international paging/alerting system to replace Amazon.com's legacy (modem based) paging system. (2013)
- As a member of a small, focused team at Amazon.com, deployed, managed, supported and automated one of the world's largest fleets of Citrix Netscaler load balancers. (2011)
- Worked in collaboration with a team of top professionals to design and successfully implement a first in the industry *managed* cloud computing product offering for Rackspace Hosting. (2010)
- Worked with other members of the CapeRail management team to produce an RFP response which secured a contract with the State of Massachusetts to operate most of the freight rail lines in Eastern Massachusetts. Was responsible for all aspects of the graphic design and layout of the RFP package, including the actual proposal, accompanying interactive CD, and custom web site. (2007)
- Developed a completely custom train reservation system to automate reservation tasks, allow customer self-service, and provide a greatly enhanced customer experience. System allowed the railroad to grow tremendously over 10 years. (2001-2010)
- Implemented a 5 node IPSEC VPN between remote offices using heterogeneous firewalls to allow centralization of network and IT resource management, greatly reducing costs and increasing availability. (2009-2010)
- Developed an interactive web site for a non-profit organization which allowed them to automate their membership sign-ups, event RSVP, and facilitate better communication between board members and the general membership. (2009)

## TECHNICAL COMPETENCIES:

- Network Technology: Ethernet, Wireless, Token-Ring, T1, T3, DDS, ISDN, DSL, Frame Relay, VPNs (IPSEC, PPTP, OpenVPN), Cisco, Citrix Netscaler, Sonicwall, SideWinder, NetGear, HP Procurve, TCP/IP, IPv6, IPX/SPX, NetBEUI, PPP, BGP, OSPF, rDISC, DHCP, DNS, FTP, HTTP, POP, IMAP, SMB, NNTP, POP, SNMP, SNPP, WCTP, SSH, SSL, SMTP, Nagios.
- Virtualization/Cloud Computing: Xen, VMWare, VirtualBox, OpenStack, Rackspace Cloud, Amazon AWS/EC2/S3.
- Programming/Development: PERL, PHP, Visual Studio, Visual Basic, Visual Voice, C, Basic, HTML, DHTML, CSS, CGI, SSI, ASP Classic, LAMP, UNIX shell scripting
- Database Technologies: Microsoft SQL server, MySQL, Microsoft Access, ODBC.
- Operating Systems: Windows (3.x, 95, 98, NT, XP, 2000, 2003, Vista, 7), GNU/Linux (Redhat Enterprise RHEL, CentOS, Ubuntu, Slackware), UNIX, MS-DOS, Macintosh (OS/9, OS/X), Novell Netware.
- Software: Exchange Server, Office, Apache, IIS, Adobe Photoshop, Adobe Illustrator, CorelDraw, Visio, Sendmail, Postfix, Firefox, Thunderbird, Microsoft Outlook, Quicken/Quickbooks, Backup Exec, Trend Micro, AVG, McAfee, Symantec, AdAware, Spybot S+D, many legacy Windows and MS-DOS applications, and numerous other business and open source applications.

## **PROFESSIONAL EXPERIENCE SUMMARY:**

### **2014 - Present – Independent Consultant**

*Principal/Proprietor*

- Provided web site design and management for numerous local organizations.
- Implemented a custom voice-response system for a client.
- Provided general technology consultation services to clients.

### **2011 - 2014 – Amazon.com**

*UNIX Systems Engineer II*

- Developed a highly scalable, high availability, cloud based paging/alerting system which was used to coordinate all time-critical staff engagements within Amazon during high severity and catastrophic events.
- Managed Amazon's fleet of SMTP (Sendmail) mail relay servers.
- Automated and re-engineered numerous services and procedures.
- Supported internal Amazon customers throughout the 10,000+ employee worldwide organization.
- Supported Amazon's AWS cloud web services, in particular Amazon S3.

### **2010 - 2011 - Rackspace Hosting**

*Linux System Administrator II - Rackspace Managed Cloud*

- Played fundamental role in rollout of new managed cloud technology.
- Was responsible for managing all aspects of customer cloud servers and infrastructure.
- Assisted customers in architecting scalable cloud based technology solutions to assure their businesses success.

### **2000 - 2010 - CAPERAIL INC. (Cape Cod Central Railroad/Mass Coastal Railroad)**

*Director of Information Technology*

- Managed all aspects of the business's technology infrastructure; servers, desktop, web, network infrastructure, etc.
- Developed numerous systems that significantly enhanced the business's efficiency and profitability.
- Developed and managed Caperail's web sites, including back-end integration with internal business systems.
- Provided design and layout work for an RFP response which resulted in the business being awarded an operating contract from the state of Massachusetts.

### **2008 - 2008 - APEX TECHNOLOGY MANAGEMENT, INC.**

*Network Engineer, Level II*

- Managed all aspects of business technology for APEX's clients.
- Worked directly on-site for customers in diverse industries such as Health Care, Architectural, Retail, Construction, Law Enforcement, Government, and Legal Services.

### **2006 - 2008 - DAYDREAM SERVICES LLC**

*Senior Web Site Developer*

- Developed or contributed to the development of dozens of client web sites.
- Managed the business's core technology, resulting in new product offerings and business growth.

### **2004 - 2005 - RGB NETWORK SERVICES**

*Systems & Development Specialist*

- Managed all aspects of business technology for RGB's clients.
- Worked directly on-site for customers in diverse industries such as Manufacturing, Agricultural, Retail, Construction, and Auto Repair, and Government.

### **1995 - 2003 - THE XENSEI CORPORATION**

*President and Chief Technical Officer*

- Was the founder and a principal in this start-up company.
- Successfully operated and grew the business for close to a decade.
- Developed and implemented many unique and first-to-market technologies and products.
- Achieved numerous awards and accolades for exceptional service.

### **1993 - 1995 - FIDELITY INVESTMENTS**

*Network Consultant*

- Developed and implemented voice response and fax on demand systems that increased efficiency more than 500%.
- Designed and implemented numerous systems such as imaging and document management systems to greatly increase departmental productivity.

### **1988 - 1993 - STATE STREET BANK AND TRUST COMPANY**

*Programmer / Network Analyst*

- Designed and implemented the division's first computer network (300+ users), resulting in innumerable benefits to the division and greatly increased efficiency and productivity.
- Developed and implement automated dial-in systems to greatly increase efficiency of data transfer operations.

## **CERTIFICATIONS:**

- CompTIA A+
- CompTIA Linux+
- CompTIA Network+
- CompTIA I-Net+
- Linux Professional Institute LPIC Level 1
- Ubuntu Certified Professional
- Hurricane Electric IPv6 Sage

## **PERSONAL INFORMATION AND AWARDS:**

- Operates and assists with numerous personal and charity oriented web sites, including the popular Greattrails Photo Archives ([www.greattrails.net](http://www.greattrails.net)), a free service to the North American railfan and railroad community, and CURENation.org, a resource for survivors of cancer and other potentially terminal diseases, as well as those fighting such diseases.
- Was the system operator of a public access computer bulletin board system (BBS) from 1985-1989.
- Other career related hobbies and interests include vintage and antique computer and video game collecting and restoration, and embedded systems development.
- Is the operator of [tick.nullmodem.org](http://tick.nullmodem.org), one of approximately 300 Internet time servers which form the NTP (Network Time Protocol) server pool, responsible for coordinating the Internet's standard, synchronized time system.
- With his former company, the Xensei Corporation, was featured by Linux.org in early 2000 for outstanding technology achievements related to his work with custom designed high availability web site hosting technology.
- His former company, the Xensei Corporation, was recognized under his management by Netscape Corporation and became the first ISP in Massachusetts to be awarded compatibility certification by Netscape and Shiva Corporation's joint compatibility testing program for web and dial-up Internet services.
- Was named one of the Boston area's Digital Masters by the Boston Globe/[boston.com](http://boston.com) in October of 2000, and was featured that same year in the DigitalMASS Business Technology series, which showcased outstanding technology experts from various fields.
- Completed various Novell Netware and PC and Mainframe FOCUS courses and certifications early in his career, and continues to expand his knowledge of technology at every possible opportunity.

## **OTHER INFORMATION:**

Personal and professional references furnished upon request.