

BEN KLAUSNER

(425) 497-1651

klausner@frijoles.net

ENTERPRISE SOLUTION STRATEGIST

A highly accomplished and innovative IT leader with 15+ years of experience designing, planning, and delivering cost-effective, high performance technology solutions. Successfully managed multi-million dollar projects for clients such as Microsoft, Boeing Commercial Aircraft, IBM, and AT&T Wireless with a superior record of meeting deadlines and budgets. Expert in infrastructure and security architect/management, multi-tier distributed computing environments, 24x7 operations systems, network security, Internet technologies, Linux and Unix platforms, and distributed file systems. Exceptional communicator and strong leader, managing top-producing teams of up to 24 direct and 40 indirect reports with long-term vision used to motivate, train, and mentor.

| | | |
|--------------------------------|--------------------------------|----------------------------|
| Strategic Planning & Analysis | Team Building & Leadership | Analytical Problem Solving |
| Systems Design/Development | Vendor Relationship Management | Contract Negotiation |
| Project Management Methodology | Client Relationship Management | Process Improvement |
| Network and System Security | Security Policy | Risk Management. |

OUTSTANDING PROFESSIONAL ACCOMPLISHMENTS

- Managed all infrastructure for company hosting the web sites for 60% of car dealers in United States. Improved transaction performance by 43%, implemented the company's first firewalls, resized servers to actual load requirements, and eliminated multiple single points of failure.
- Introduced the first large scale security scanning system in IBM, built first corporate web service, and increased server capacity for IBM Austin by 1,000%.
- Built and introduced the third largest (virtual) ISP in Austin, Texas.
- Designed and managed the network security for Boeing Commercial Aircraft, 787 Dreamliner.
- Produced two patents for securely distributing private keys to aircraft and managing software parts signatures.
- Developed security architecture for Microsoft's "cloud computing" initiative, a project to "enable and deliver Microsoft's Online Businesses to everyone, everywhere", through a growing network of globally distributed data centers supporting thousands of servers.
- Authored and implemented company-wide security standards and policies for AT&T Wireless.

EMPLOYMENT HISTORY

Enterprise Solution Strategist, AIRINFORMATICS, New York, NY 2009-2010

Designed security and data communications infrastructure for air transport services

- Specified designs for wireless networking and Internet connectivity.
- Designed Public Key Infrastructure (PKI) and authentication requirements to interface with aircraft systems.
- Consulted on airline industry processes.

Senior Security Architect, BLUWATER CONSULTING, Redmond, WA 2008

Worked at Microsoft to design authentication processes for Microsoft's Global Foundation Services.

- Planned architecture for servers and clients, including extensive PKI design, developed requirements, wrote and reviewed operational standards and documentation, tracked progress, and monitored deployment. Prepared status reports to keep upper management well informed.
- Identified and improved protection levels for Microsoft security design, enhancing maintainability and ease of operations.
- Directed projects through entire project development cycle to develop system capable of meeting current and long-range corporate management requirements.

Senior Security Architect, VOLT TECHNICAL RESOURCES, Everett, WA 2003-2005
Orchestrated the conception through implementation of the security services for Boeing's 787 Dreamliner core network systems and on-board and aircraft-to-ground wireless systems.

- Designed aircraft authentication systems and architected delivery security systems for the airplane software parts.
- Coordinated efforts with other design groups to ensure requirements were consistent.
- Planned and performed detailed tests to evaluate security system performance.
- Represented Boeing to the industry standards group (ARINC), designed wireless infrastructure standards for airlines' corporate use (Gatelink).

Senior Consultant, COVESTIC INC., Redmond, WA 2003-2005
Worked at AT&T Wireless; created and implemented company-wide corporate network standards, baselines and guidelines as part of Sarbanes-Oxley (SOX) compliance efforts.

- Performed reviews of new and existing technology projects
- Designed corporate patch management infrastructure.
- Communicated IT compliance status and provided remediation guidance based on best practices.
- Worked with internal business groups on process improvements and conducted testing and training on corporate network standards and guidelines.

I.T. Manager, COBALT GROUP, Seattle, WA 2002
Managed all production services, including over 9,000 Apache/LAMP web sites serving over 3 million page views per day (Cobalt is an ASP for the auto dealer industry with over 60% of the car dealers in the United States as customers).

- Successfully implemented a formal change management and outage management processes.
- Managed server and network performance monitoring.
- Introduced standardized headcount planning methods.

Director of Infrastructure Technology, CROSSGAIN, Redmond, WA 1999-2001
Designed, planned, and managed entire Information Technology for this ASP startup.

- Hired, mentored and directed a staff of 20 direct reports and a \$2.5 million budget.
- Set the strategy and direction of the team as well as developed process and procedures, assigned team responsibility, and oversaw tasks and timelines.
- High visibility VC backed start-up planning to do transaction processing using Oracle, XML and J2EE based technologies.
- Designed and built both internal and customer facing Internet network environments on Linux and Solaris, as well as created automated network installation system for all servers.
- Implemented a highly secured environment, using tools such as Arrowpoint, SecureID, SSH, PIX firewalls, and NetRanger intrusion detection.
- Introduced processes for change management, 24x7 operations, distributed systems management, and security policies.
- Created a three-tier architecture designed to be lights-out and be completely managed remotely.
- Selected vendors and negotiated contracts to best serve company needs.

IBM Austin, TX 1993-1999

Senior Infrastructure Architect, IBM, Austin, TX 1998-1999
Lead technical architect for a high-profile project to redesign IBM's entire corporate web presence worldwide while reducing costs over initial estimates by 40%.

- Developed, documented, and evangelized a unified design for all IBM web servers worldwide.
- Led design study and produced report that reduced Unix/AIX webserver costs by 40%.
- Designed single-sign-on and distributed network filesystems throughout the IBM.
- Delivered plan to expand IBM's AFS and DFS shared file spaces to all employees and office globally.

Infrastructure Manager, IBM, Austin, TX 1993-1998
Oversaw all Unix related Internet and intranet services for 10,000 domestic employees and thousand worldwide employees as well as 15,000 workstations.

- Introduced the first internal web site in IBM, as well as the personally developing the first set of security testing tools widely used inside IBM.
- Managed Unix server farm for the RS/6000 division, with a 10-person staff of architects and an operations group of 40 with a capital budget of over \$3 million annually.
- Designed and built out three data center facilities.
- Provided and supported SMTP mail service for 20,000 accounts, network backups for 8,000, as well as dial-up access making IBM the third largest ISP in Austin.
- Participated in redesign of site network for over 15,000 nodes.
- Negotiated services and deliverable agreements with outsourcing vendors.

EARLY PROFESSIONAL CAREER

Systems Engineering Consultant, University of New Mexico Hospital - Albuquerque, NM, 1993.

Software Performance Engineer, IBM (Contract) - Austin, TX, 1989 and 1991 - 1992.

Senior Software Engineer, AVL Photonics - Atlanta, GA, 1991.

Senior Systems Programmer. New Mexico Technet - Albuquerque, NM, 1990. One of the first regional ISPs, linking universities, National Laboratories, and large corporations in New Mexico.

TECHNOLOGY SKILLS

Unix, Linux, AIX, Solaris, Windows, Cisco, DNS, SMTP, PKI, X-509, VPN, Radius, Pix, Checkpoint, SecureID, SSH, IDS, RS/6000, Intel PCs, Mainframe, DCE, DFS, AFS, Apache, XML, TCP/IP, 802.11, SNMP, C * C++, Perl, Java

CERTIFICATIONS

CISSP, ISO/IEC 17024

PROFESSIONAL AFFILIATION

Information Systems Security Association, ACM

ACADEMIC BACKGROUND

University of New Mexico, Albuquerque, NM - Bachelor of Science program in Computing and Information Science

REFERENCES

See [LinkedIn.com](https://www.linkedin.com/in/ben-klausner)