

**Patrick Furlong**  
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## **Profile:**

Accomplished system administrator, service designer, network manager, tool builder, and customer care provider. A strong background working in the telecommunications, cable, and Internet Service Provider industry. Years of experience with Cisco router configuration, Unix administration, tools development, web development, and network management.

## **Work Experience:**

Eastlink  
*Software Tools Developer*  
June 2002 to Present

- Developed software tools for Eastlink's High Speed Internet service
- Designed and developed a suite of bandwidth monitoring, management, and reporting tools
- Created new utilities for customer email account self-management
- Built tools to manage Realtime Blackhole List DNS entries

Core Networks  
*Manager of Customer Care*  
October 2001 to March 2002

- Responsible for ensuring customer satisfaction with proprietary software
- Managed team of Customer Service Representatives and Technical Analysts
- Served in escalation path for product defects and customer issues
- Provided pre-sales support through on-line product demonstration system
- Performed trend analysis and reporting on customer incidents

*Senior Technical Analyst*  
September 2000 to October 2001

- Performed product installation, configuration, and upgrades on customer systems
- Provided problem resolution and developed custom tools to meet customer requirements
- Provided pre-sales and sales support through meetings with clients, trade shows, and proposal preparation
- Managed internal RF and server development labs
- Designed and implemented technology component of trade show booth
- Responsible for customer software version control
- Participated in group to develop and implement network security controls

Aliant/MTT

*Managed Systems Administrator/Internetworking Designer*

January 1997 to September 2000

- Responsible for the design, implementation, and operations of Internet services for business customers
- Provided dedicated Internet access over ADSL, ATM, DNA, Ethernet, ISDN, and Frame Relay facilities using Cisco routers
- Managed hosted services (email, web, Usenet, FTP, DNS)
- Responsible for the operations of a group of Sun servers
- Responsible for the operations of corporate firewall systems
- Maintained and assigned IP address space (two /16 networks)
- Provided consulting services to both internal and external customers
- Responsible for domain name registrations
- Trained and supervised an employee in the implementation and support of hosted services
- Projects included corporate web site development, MTT Sympatico repatriation, Emerged (business dial) service development, email platform migration, new web hosting service development, e-education service development, and DSL LAN Extension service development

Cycor Communications/HookUp Communications

*Systems Administrator*

October 1995 to January 1997

- Responsible for the operations of two DEC Alphaservers and one SunOS/Solaris server
- Managed hosted services (email, web, Usenet, FTP, DNS, mailing lists)
- Responsible for domain name registrations
- Provided consulting services, including the setup and transfer of MTT Sympatico services between providers
- Projects included overhaul of corporate billing processes and software, MTT Sympatico implementation, web server platform migration

## Skills Matrix

Skill	Number of Years	Last Year Used
Cisco Router Programming	5	2002
Linux Administration	8	2002
Sun Solaris Administration	6	2002
Digital Unix – OSF/1 Administration	4	1999
Apache Web Server Administration	7	2002
SMTP/POP3 Administration	5	2000
DNS Administration	7	2002
Digital SEAL Firewall	2	1999
Perl Programming:	7	2002
MySQL Programming/Maintenance	4	2002

## Software/Web Development:

- The Dark Knight (<http://www.darkknight.ca>) - Producer of site, including all CGI tools. The real-time chat system has been licensed to other sites. This website has received over thirty million page views.
- Job search engine and CareerPager profiles (<http://www.brainstalent.com>) – Developed CGI and database, allowing job seeker to search through the jobs available. Also developed tool allowing job seekers to receive notifications when jobs matching their profile are posted.
- Developed various tools including email account management, VPN and dialup account management and billing, and bandwidth monitoring and reporting.

## Education:

Completed ACRC (Advanced Cisco Router Configuration), April 1998.

Completed ICRC (Introduction to Cisco Router Configuration), July 1997.

Bachelor of Science with Honours in Mathematics/Computer Science, May 1995.

St. Francis Xavier University

Thesis: *Genetic Algorithms: The Evolution of Optimization*

Bachelor of Science with Advanced Major in Biology, May 1994.

St. Francis Xavier University

## References:

References are available upon request.