

SEAMUS HARTMANN

15 Spyglass Hill, Fairport, NY 14450 – +1 (585) 752-2778 – seamus.hartmann@gmail.com

OBJECTIVE

To obtain a sales position working with Information Technology, focused on Customer Success.

PROFESSIONAL EXPERIENCE

Channel Sales Engineer, East

Swimlane 2019-present

- Built a training program for education of Swimlane Channel Partners Globally.
- Enabled key channel partners to be able to sell the Swimlane product without direct assistance from Swimlane Engineers.
- Created a portal and built marketing videos for several sales efforts done by partners.
- Presented the SOAR solution to seventeen events, both remote and physically.
- Installed Swimlane in Channel Partner labs, using Docker and Kubernetes on CentOS systems.
- Opened the EMEA training program for South Africa and the UAE.

Senior Solutions Architect

Cyberhaven Inc, Boston, MA 2018-2019

- Worked with DARPA, IDA, Amtrak, CIBC, Deloitte, Accenture, and several other major players in the security space to help them integrate the solution into their current architectures.
- Built the required backend notifications and systems for keeping the solution online in both Digital Ocean and Google Cloud Platform (GCP).
- Enabled API connectivity to Elastic Search, Redis, Kibana and etcd in both a Docker and Kubernetes environment.
- Started work on SRE and notification schedules for solutions.
- Built the demonstration system and made several videos to train customers and partners.

Senior Solutions Engineer

Symantec Corporation, Rochester, NY. 2016-2018

- Assisted customers on realizing value from their currently installed Blue Coat systems.
- Helped oncoming sales and services teams to better understand complex customer relationships
- Collaborated with peers to build go to market discussions that leverage key product highlights for both sides of the technical solutions.
- Built a personal value proposition that allows customers to leverage my history of working in cloud security to be their trusted advisor during their transitions.

Senior Solutions Architect, Advanced Security

Dimension Data, New York, NY 2014-2016

- Built relationships with multiple Fortune 100 customers over the United States, leading to at least 5 net-new opportunities per quarter.

- Achieved Juniper Sales and Technical Mastery for the Juniper Partner Program.
- Gained Juniper Ingenious Champion status for Enterprise and Security in the Financial Services, Education and Health Care verticals.
- Implemented a Proof of Concept Lab environment using competing products and SDN solutions Contrail and Chef to automate deployment and demonstration for best of breed equipment.
- Obtained a 93.2% attach rate and a 90.1% renewal rate on over \$22 million dollars in two quarters.
- My qualifications made Dimension Data significant savings for purchases, directly contributing over \$14 million dollars to team Gross Profit.

Lead Deployment Architect

IBM Cloud Computing, MND, Rochester, NY 2011-2014

- I architected, rolled out, sold, and implemented the IBM Cloud.
- Audited for compliance with SAS70, ITIL, GLB, PCI and HIPPA as needed by customers.
- Design and architect the Cloud on-premise installation of multiple customers, working with interfacing on customer requirements as well as building the network plans.
- Increased total value of Cloud system from 1.4 billion to 4.5 billion in three years.
- Implemented technical and political solutions for Fortune 100 companies such as Wal-Mart, Coke, Bank of America, and others.
- Oversaw relationships between customers and architecture, as well as between departments.
- Managed a group of three direct reports, with 37 international network engineers and direct their work to allow around the clock, follow the sun management of Cloud systems.
- Developed overseas relationships for critical on-site customer systems and policies.
- Architecture built with Juniper SRX 5800, 3400, 650, 210; Juniper EX 8208, 4200, 4500; Juniper MX 960; Juniper MAG 4611; Cisco 6509, 2611, ASA 5512; F5 Big-IP LTM 8950; IBM KVM version 7; BNT 8264 switches; Avocent Terminal Switches; Junos SPACE monitoring and update system.

Resident Engineer on site at Charles Schwab & Co.

Juniper Networks, Phoenix, A.Z. 2010-2011

- Built relationship between Juniper Networks and Charles Schwab from a technical and managerial side.
- Installed Juniper SRX 5800, Juniper SA6500 and Juniper M7i systems in a lab and on the production floor for NASDAQ integration project.
- Trained twelve support engineers on the hardware, software, and best practices for Juniper equipment.
- Was rated in the top 10 of Resident engineers for Juniper Networks within the first three months of work.

Senior Network Engineer & Security Team Lead

Fujifilm Color Processing, Rochester, N.Y. 2001-2010

- Responsible for all routing, switching, firewalls, virtual private networks, load balancing, DNS, WINS, DHCP, SMTP, TACACS+, remote access, and authentication.

- Installed and manage Juniper SSG Firewalls, Cisco PIX firewalls, Crossbeam X80 firewalls, Snort, Cisco and Checkpoint intrusion detection, Cisco 6500 switches, Juniper EX 4200 switches, and Cisco 7600 series routers.
- Rolled out workstation and server automated build processes to install patches and software updates.
- Documented over 300 systems and consolidated the data in a configuration management database.
- Manage VPN end point systems to enable access for over 150 field personnel.
- Maintain patch levels and security systems on over 200 FreeBSD and Windows servers in multiple geographic locations.
- Implemented U.S.-wide intrusion detection and response teams and coordinated a 15-location roll out of policies and procedures for incident responses.
- Four-time winner of Fujifilm Images of Excellence awards.
- Consulted with Wal-Mart, Walgreens, Target and other major Fortune 100 companies on their digital fulfillment systems and strategies, including store visits for implementation.
- Designed, tested, and traveled to install U.S.-wide network improvements, including Windows 2008 Active Directory and voice over IP, and installed Juniper SSG140/550 systems that realized Fujifilm a total annual cost savings of \$2.3 million.
- Implemented network optimizations to multiple ISP OC-12 and OC-3 connections using BGP and other traffic optimizations to enable over one terabit of traffic per day with average end user response times below 50 milliseconds across the continental U.S.
- Led the remarkably successful Visa CISP/MasterCard SDP/Payment Card Industry Security compliance project within Fuji Color Processing.

Network Administrator

Logisoft Interactive, Rochester, N.Y.

2000-2001

- Installed a Cisco 3005 VPN Concentrator to roll out Virtual Private Networking to offices in Chicago, I.L. and Charlotte, N.C.
- Maintained 20 Web servers serving Cold Fusion Enterprise 4.5.1 pages on IIS 4.0 and 5.0 for over 20 Web sites.
- Created documentation for entire server process, from installation and maintenance to disaster recovery.
- Planned and rolled out a Windows 2000 Professional Distribution project.
- Repaired lacking security necessities, such as the installation of a Raptor 6.5 Firewall, and a Cisco PIX 506 firewall.
- Embedded a credit card authorization system into network.
- Secured over 50 Windows NT 4.0 Servers with full virus protection, and business continuity initiatives.
- Built network consisting of HP ProCurve 4000M switches and Cisco 3662 routers for the main offices.
- Worked with Time Warner and Frontier to establish redundant T1 lines between two local offices.

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- Installed an ATM (DS3) link between the Internet and Logisoft.
- Implemented an Oracle 8i database server in a development environment.
- Managed two help desk personnel, including day-to-day resource planning and tasks management, human resources issues, etc.

Network Systems Administrator / Remote Systems Administrator

Xerox Corporation, Rochester, N.Y.

1999-2000

- Installed and configured multiple Cisco products, including a 3640 router for both dial-in & internal WAN and a 6009 Multiple Layer Switch for Virtual LAN networking.
- Maintained an Exchange 5.5 Server, an RSA Secure ID server, and a File/Print server that distributed DHCP addresses.
- Enabled a division's sales force to access internal email, documents and software via cable modems or DSL with a secure virtual private network.
- Distributed Office 2000, Outlook 2000, and Windows 2000 Professional through automated upgrades on CD for low-bandwidth users.
- Project lead for a Windows 2000 Professional distribution system that installed the operating system on any system attached to the network.
- Wrote clear, concise documentation on all processes and updated them, as necessary.
- Managed a project that, within two months, replaced an out-of-specification router with a new router.
- Selected by management to train and mentor numerous new systems administrators.

Senior Executive Support Technician

Eastman Kodak Company, Rochester, N.Y.

1998-1999

- Advised on and repaired executive-level client machines.
- Built security templates and standards for extremely sensitive, executive-level data.
- Completed a project distributing Palm Pilots to multiple users.
- Received commendations from other systems administrators and senior executives for outstanding service.
- Cleared over 1000 support calls within two days or less.
- The only contract technician ever chosen to work in the Tower at Kodak.

Senior Desktop Specialist

City of Palo Alto, Palo Alto, C.A.

1997-1998

- Assisted in the installation of a 200-user PBX switch, two T-1 lines, and installed a network hub/router system in an off-site location.
- Built three Windows NT 4.0 servers.
- Converted hundreds of computers from Windows 3.11 to Windows NT 4.0 Workstation.
- Maintained 12 Windows NT 4.0 servers.
- Worked on the TCP/IP access lists on a Windows NT 4.0 router.

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- Only person to successfully integrate the Housing and Urban Development-IDIS database system with Windows NT 4.0.
- Consulted on a pioneering project to enable service technicians to integrate their service calls with a company help desk database while remaining mobile.

Senior Systems Support Technician

Allegheny College, Meadville, P.A.

1992-1997

- Maintained multiple user accounts and performed system troubleshooting and hardware repairs.
- Worked on integrating NeXT computing systems with NeXT STEP systems.
- Maintained the only Macintosh lab on the campus.

EDUCATION

- Swimplane Certified Administrator
- Symantec Certified Engineer (Endpoint, DLP, CASB)
- CISSP (Certified Information Systems Security Professional #42429).
- JNCIP-Sec (Juniper Networks Certified Internet Professional, Security).
- JNCDA (Juniper Networks Certified Design Associate).
- Solaris Certified Administrator (Solaris training classes for Solaris 2.8).
- CCNA (Cisco Certified Network Associate CSC010195664).
- Bachelor of Arts Degree in Psychology, Allegheny College, Meadville, P.A.

MEMBERSHIPS & ACTIVITIES

- Member, MENSA
- Member and President, Sigma Alpha Epsilon Fraternity.
- Group management as a group councilor, a systems administrator, Deployment Team Lead at IBM, and as the president of 35-member organization.

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TECHNICAL SYSTEMS LIST

Hardware:

Xerox printers, HP printers, Cisco, Juniper, 3Com, Iron Port, Crossbeam, Dell, IBM, Compaq, Avocent/Cybex XP4040 KVM systems, Libert/Emerson HVAC systems, Libert UPS systems, Volvo backup generators, ASCO power transfer switch, Elliot MagneTek power distribution switch, HP/Compaq DL/BL series servers, IBM E-series, IBM System X, IBM NeXTScale System M4, IBM Z-Series.

Server Software:

MS Exchange, Secure Dynamics Secure ID, BEA WebLogic, Cisco Works & Cisco Works 2000, Norton Utilities for NT Server, Norton Corporate Antivirus, Sybari Antivirus, Microsoft Forefront for Exchange, Norton Ghost Enterprise, ACT 2000, Office Server Extensions, IIS, SQL, Oracle, Veratas/Symantec Backup Exec Enterprise Edition, Cold Fusion Enterprise Server, IP Works, ArcServe, Greyware Domain Time II, Gordano Messaging Service, Compaq Smart Start, Compaq Insight Manager, Hyena, Windows Cluster Manager, Site Scope, RedHat Enterprise Server, KVM, Chef, Puppet, Docker, VMWare, SmartOS, CoreOS, Hadoop, R for Analytics, NoSQL.

Programming Languages

Python, Perl, Ruby, Chef, Puppet, salt stack, ansible, SDN related scripting commands, PowerShell, Helm.

Networking Hardware/Software:

10/100/1G/10G/40G/100G Ethernet, Gigabit Fiber Ethernet, 3Com, AppleTalk, BIND 9.2, Windows 2003 DNS, HP Pro Curve Switches & Hubs, Juniper SSG140, Juniper SRX 5800, 3400, 650, 210; Juniper EX 8208, 4200, 4500; Juniper MX 960; Juniper MAG 4611; Cisco 6509, 2611, ASA 5512; F5 Big-IP LTM 8950; IBM KVM version 7; BNT 8264 switches Juniper SRX 5800, 3400, 650, 210; Juniper EX 8208, 4200, 4500; Juniper MX 960; Juniper MAG 4611; Cisco 6509, 2611, ASA 5512; F5 Big-IP LTM 8950; IBM KVM version 7; BNT 8264 switches Juniper SSG550, Cisco 2924, Cisco 3500 series, Cisco 4006, Cisco 6509, Cisco 6513, Cisco 7609, Cisco 7206VXR, Cisco 2621, Cisco 3662, Cisco 3640, Cisco 3005/3030 VPN Concentrator, Cisco 2501, Cisco 1720, Cisco 309 DSL Modem, FTP, HTTP, ISDN, Modems, Shiva Dial-in, PPP, SMTP, SNMP, DHCP, WINS, Net X Ray, Solar winds network tools, NTOP.

Operating Systems:

MS/DOS, Windows Versions 3.1/NT 4.0/95/98/2000/ME/XP/2003/Vista/7/8/2008/10/2012, OS/2 Warp, OpenBSD 2.8 to 5.6, Mandrake 8.0, Mac OS 8/9/OS X Current, Solaris 2.7/2.8, Red Hat 7.3/ES, CentOS 5.4, PalmOS 3, FreeBSD 5.3, 6.2, 7.2 and 8.0, JUNOS 8 to 15, Ubuntu 18.04 LTS, CoreOS, Fedora.

Security Software:

Maltego, Binging, Nmap, NeXpose, W3AF, Metasploit, OSWA, BackTrack 4, OVAL Interpreter, Sysinternals Tools, Axent Raptor 6.5, Cisco PIX 515/520/525/535/506, Checkpoint NG R55/R65, Cisco ASA 5520, Cisco Secure Agent, Black ICE, Zone Alarm, Okena Stormwatch, CA eTrust InoculateIT, Norton Anti-virus Enterprise, Snort IDS, Cisco router FW/IDS, Secure IIS, URL Scan, IIS Lock Down, NESSUS, NMap, Achilles, DSNIFF, Firewalk, Ethereal, Forensic Toolkit 2.0, FPipe, Fport, Cerberus, Kerberos, 3DES/DES, IPSEC, ISAKMP, DH, AH, ESP, Digital Signature Algorithm, NetCat, tcpdump, Whisker, NBTdump, LOftcrack, RSA Secure ID, TACACS+, Secunia PCI, SHODAN, Wireshark, Aircrack, Suricata, Cain and Abel, John the Ripper, Burp Suite, OpenVAS, SCAPY with Python.

Desktop Software:

MS Office Suite 97/2000/XP/2003/2007/2010/2013/2016, Project 2000/2002/2007/2013, Visio 2007/2013/2016, Publisher 2000/2013, FrontPage 2000, Netscape 6/7, Internet Explorer 5.5 to current, Firefox 2 to current, Chrome 30 to current, PCAnywhere 9.2/10.5, VNC, Word Perfect, WinZip, Norton Utilities, Adobe suite of products.

Non-Computer Skills:

Group Management, Project Management, User Training, Help Desk Training.