

**DAN METCALF**  
587 W. Stocker Street, FRNT  
Glendale, California 91202

office (818) 396-1330  
cell (818) 259-0754  
e-mail: [dan@metcalfs.com](mailto:dan@metcalfs.com)

A versatile computer network professional with 20 years of proven responsibility who has managed new and developing networks from 2 to well over 100 nodes. Over 7 years of responsibility for corporate network security. Environments from 1 office to over 10 locations. Consistently reducing costs while increasing services and revenue support. Providing leadership for network planning and development, vendor management, and cost controls for companies public and private.

An analytical professional with excellent team building, research and planning skills with a proven track record in cost-efficient problem solving.

## SKILLS

- OS: LINUX, UNIX, WINDOWS, Virtualization
- LINUX/UNIX: Installing, standardizing and maintaining several OS distributions on servers as well as desktops
- NETWORKING: Planning, Subnetting, Routing, Sniffing, Tracing, Troubleshooting, LAN, WAN
- MONITORING: Performance and statistical monitoring via tools like RRD, Zabbix, Nagios, Openview, and others
- SECURITY: Firewalls, VPN, Packet Filters, and testing
- VOIP (Voice over IP): Switches and server systems, VoIP provider selection, phone setups, integration
- DATACENTER: Coordination, Building, Operations, Management, Monitoring

## EXPERIENCE

**Independent Consultant** - Glendale, California

2002 – Present

Administration, Support, Monitoring and Maintenance: ISP, Enterprise, Corporate, Hosting Services

Primarily involved in maintenance and administration of servers in remote datacenters and small ISP networks, as well as corporate networking, server and desktop administration and maintenance. Monitoring of services on servers through monitoring packages and customized scripting.

- Consulting, installation, maintenance of systems for ISP, Enterprise or Corporate Office
- Interfacing with client's vendors, maintaining server and network documentation.
- Network Firewall Security, Security Audits, Internet Connectivity, E-mail systems, Web servers (UNIX & Windows), Windows file and print servers, remote print servers, SAMBA file servers, etc.
- Uptime, reliability and minimal impact maintained as highest priority for ISP & Enterprise environments.

**Warp2Biz** - Pasadena, California

Nov 2010 – July 2011

Administration, Support, Monitoring and Maintenance: VoIP systems for Corporate and Small Business, ISP services

Primarily involved in configuration, implementation and support of VoIP (Voice over IP) systems for clients. Clients range from single phone installations to 100 line corporate accounts. Networking, server and desktop administration and maintenance.

- Directed implementation of new help desk system for tracking trouble tickets.
- Client consulting, installation and maintenance of VoIP phone systems, computing and servers.
- Interfacing with vendors, handling trouble tickets.
- Organizing client support procedures.
- Development and implementation of bandwidth measurement tools and graphical monitoring of bandwidth utilization..

**Interactive Telecom Network, Inc. / Interactive Gallery, Inc. - Sherman Oaks, California**

1998 – 2002

**Manager, Office Systems Support**

Manage network service staff for a company generating up to \$10 million in monthly Internet service revenues. Sole management of Internal Network Security – overseeing Firewall and VPN access, second tier contact for Server Farm Network Security during design and troubleshooting phases. Supervising vendor management, network services, design, and security for over 100 workstations and 25 servers. Also aiding external network services group in network design, maintenance of UNIX and security systems.

- Reduced computer and supply cost while improving delivery times through vendor change, saving 20%.
- Strengthened network support team as top administrator, reducing outsourced staff costs by \$150,000 annually.
- Supervised network growth, supporting triple the corporate staff and five times the monthly corporate revenue.
- Coordinated buildout of \$1,500,000 datacenter, saving \$50,000 in fees.
- Developed custom bandwidth monitoring tools, contributing to \$120,000 annually in billable services.
- Implemented secure network access tools improving remote support, reducing network down time by 50%.
- Implemented Netscreen firewall, saving \$10,000 in outside professional services.
- Designed and implemented new corporate backup system, saving \$50,000 over cheapest vendor supplied design.
- Directed the installation of a centralized anti-virus system, saving \$10,000 annually in staffing.
- Implemented multi-departmental internal helpdesk software, reducing system cost \$12,000.
- Introduced LINUX to external network group, which became the second most popular operating system for their hosting systems.

**Unitrendix Corporation, Inc. - Torrance, California**

1997 – 1998

**Manager, Engineering Services**

Managed sales and service engineering team for a Japanese specialty computer service and networking company. Consult and design computing solutions for domestic and multinational companies, including computing and connectivity solutions. Network Security consulting for domestic and multinational organizations, specializing in firewalls and VPN access.

- Established Internet and networking services and service team, the base for new division of company with over \$1,200,000 in annual sales.
- Developed wholesale vendor pricing database, saving 5% on average wholesale cost.
- Consulted and designed corporate networks with 1 to 15 sites, contributing to \$700,000 annually in sales.
- Installing and consulting for firewall installations resulting in \$80,000 sales.
- Directed implementation of dialup services and personally developed billing system, resulting in \$25,000 annual sales.
- Consult with many companies for network design and planning, up to \$3000 weekly.

**Nippon Travel Agency Pacific, Inc.** - Los Angeles, California

1989 - 1997

**Assistant Manager**, Computer & Communications Division

Large multi-national Japanese travel agency handling tens of thousands of travelers to North America with over 300 employees in North America. Managed all domestic and international computing and communications related issues. Oversaw system implementation, vendor management, contracts and new proposals. Also dealt with budgeting and budget planning.

- Designed corporate frame-relay network, saving \$10,000 in consulting fees.
- Handled vendor management, reducing general costs by 10%.
- Supervised change of long distance carrier, resulting in cost savings of 5% and nearly eliminating down time.
- Implemented diversified communication vendor, eliminating phone communication line failures.
- Administered phone system (PBX) adds, moves and changes, saving \$10,000 annually.
- Supervised growth of PC systems and network from 1 PC to 60 systems without the need for additional staff.
- Incorporated PC network into existing mainframe and terminal based environment, saving \$50,000 in professional services.
- Administered multiple core mainframe system duties, limiting the need for additional staff or professional services, saving \$80,000 annually.

#### INTERESTS

- Computing in general, including Microsoft and UNIX based OS, Internet computing, VoIP
- Renewable energy, solar power, wind power
- Camping