

Richard Neves

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516.520.7247

Senior Architect / Pre-Sales Engineer

PROFILE

Confident, competent, and organized Technologist who is as comfortable presenting to C-level audiences as with building out a portal infrastructure. Excellent troubleshooter, communicator, and analyst who can solve business problems and create value. Considerable experience with IBM WebSphere Portal and Lotus Domino / Notes infrastructures. IBM Certified Lotus Professional Administrator (CLP) with extensive experience in server, network, and PC technologies. Qualifications include knowledge, skills, and abilities in:

- Troubleshooting & Problem Solving
- Project Management
- e-Learning
- Lotus Messaging & Collaboration
- IBM WebSphere Portal Architecture
- Network Infrastructure

STRENGTHS

- Ability to learn new technologies and products rapidly to deliver value to clients
- Design, Implementation, and Maintenance of IBM WebSphere Portal, LMS/WCL, and Collaboration Infrastructures
- Excellent communication and presentation skills
- Confident in any situation and ability to deliver value to clients

PROFESSIONAL EXPERIENCE

Ninth House, San Francisco, CA – 9/2007 – Present

Senior Technology Specialist working in both a pre- and post-sales role assisting clients with implementing Ninth House training solutions. This includes performing Technical Readiness Assessments, LMS Integrations, portal integrations, and creating customized learning portals as well as interfacing with all levels of the client organization that are involved with the project.

Computer Generated Solutions, New York, NY – 7/2005 – 9/2007

Senior Architect / WCL Practice Lead working with customers in both a pre- and post-sales role to provide solutions that meet all the stated business needs of the customer. This includes, but is not limited to, identifying and defining business needs, solution design and architecture, infrastructure design and analysis, and configuration, installation, and implementation for the IBM WebSphere Portal, IBM Workplace, and Lotus Domino families of products, including a focus on the Learning Management System and Workplace Collaborative Learning, from the ground up.

IBM Corporation, Jericho, NY – 2000 – 2005

Senior IT Specialist working with the field sales team to sell and support Lotus Software at existing and new customers. Provided technical demonstrations, presentations, and implemented Proof-of-Concepts at customer sites of the entire portfolio of Lotus Software including Domino, Sametime, LMS, and WebSphere Portal Server. Provided support for marketing events by driving attendance and presenting technical topics to customers. Educated customers on topics ranging from the overall value of collaboration to how to administer a Domino environment. Participated on team that created Software Assurance Review (SAR) questionnaire for the IBM Lotus Learning Management System and IBM Lotus Virtual Classroom products.

AXA Client Services, New York, NY – 1999-2000

Enterprise Groupware and Messaging Architect reporting to the Managing Director (MD) of Systems Architecture. Evaluated existing messaging infrastructure for ways to improve the reliability, scalability, and availability of messaging for the entire organization. Documented findings along with proposed solutions including costs, project timeline, and impact on the overall system. Designed, implemented, and managed projects to address the issues.

Evaluated and tested new technologies and products that impacted the messaging and groupware environment to determine if there was value for the organization in them. Designed, implemented, and managed projects to address these new technologies.

CMP Media, Inc, Manhasset, NY – 1997 – 1999

Senior Systems Engineer reporting to the Director of Network services at corporate headquarters. Overall Project Manager for e-Mail replacement project which included determining specifications, user needs, product evaluations, and pilot program. Designed enterprise wide infrastructure of Lotus Domino messaging and groupware system that included 30 servers in 17 offices worldwide supporting 1700 users. Design included clustered server for availability and scalability and centralized SMTP gateways and administration servers for manageability. Managed teams that worked on building and deploying servers, installed client software on workstations, and trained end-users. Developed training materials, installation instructions, and system admin guides for system. Trained system administrators and maintained the system.

Developed requirements for Disaster Recovery and evaluated vendors to supply services and equipment to aid in recovery. Managed team that created disaster recovery plan and tested it at selected vendor.

Project manager and Product Reviewer for CRN Test Center Live at trade shows (1997-1999) where we setup at each show to present live product reviews every half-hour at the show.

Manchester Equipment Co., New York, NY, 1996 – 1997

Senior Sales Support Engineer supporting the entire New York office of approximately twenty sales representatives. Attended customer calls to help create the vision of a solution in place of simply buying hardware. Worked closely with the services team to scope and price these solutions.

Foress Systems, Inc., Deer Park, NY, 1993 – 1996

Services Manager (1995-1996) managing the Technical Services department providing installation, troubleshooting, and maintenance services to our clients across the NY/NJ Metro area. The department consisted of 8-10 technicians that provided 24x7x365 support for Netware and Windows servers, Ethernet, Arcnet, and Token Ring LANs, WANs, desktop PCs, and enterprise applications.

Project Manager/Senior Network Engineer (1993 – 1995) reporting to the Services Manager designing, implementing, installing, and supporting local and wide area networks, Intel-based servers and desktops, and enterprise applications.

EDUCATION

Hofstra University, Hempstead, NY

Bachelors of Business Administration, Business Computer Information Systems (1991)

GPA: Overall, 3.6, Major: 3.94

Honors: Dean's List (4 semesters), Graduated with Honors

NON-PROFESSIONAL EXPERIENCE

Gruntville.com, Aug. 2002 – Present

As the **Senior Editor** I am responsible for all aspects of content creation. This includes developing review guidelines and procedures for all categories of hardware and software that are of interest to our readers such as motherboards, video cards, water cooling accessories, etc. The review guides include full testing guidelines on the proper way to test and examine these items. Also responsible for writing over 40 product reviews and articles. As the **Webmaster** I am responsible for site design, maintenance, and upkeep.

HardwareForHumanity.org, Aug 2005 – Jan 2006

In response to the tragedies of Hurricanes Katrina and Rita I organized a fundraiser that raffled off computer hardware and accessories donated by over a several companies including AMD, Cooler Master, Kingston Technology, Silverstone, Crucial, NZXT, HighSpeedPC, and Thermaltake. We raised \$2,000 for the Salvation Army and \$450 for Child's Play.

PUBLISHED ARTICLES

Network Computing

"NAV for Notes Deserves A Medal of Honor" Jan. 15, 1998

"Satisfying the Need For Speed", July 15, 1998

Information Week

"Noteworthy Speed Up Utilities", Aug. 17, 1998

Computer Reseller News

"Developers Can Really Be 'Superman' With Feature Rich Lotus Notes Upgrade", April 9, 1999

Computer Reseller News Test Center Live Product Reviews

Spring COMDEX 1997

Columbia Data Products SnapBack Live 4.11

Compaq Proliant 6000 Server

DTK Computer APRI-74M/K266

Pivotal Software Pivotal Relationship 2.0

USR Palm Pilot Professional

Spring COMDEX 1998

APC MasterSwitch

Axil Computer Northbridge NX801 Server

Compaq Fibre Storage System

Eastman Kodak DCV-323

NetWare for Small Business (Beta)

UniPress Software Truster

Fall COMDEX 1998

Compaq Proliant 7000

Computer Associates AimIT Enterprise

Kingston TurboChip 333

Lotus Domino & Notes R5 (Beta)

Novell NetWare 5

Tekgraf MegaPlex 4 Enterprise Server

Fall COMDEX 1997

Aventail Corp. Aventail VPN

Kingston TurboChip 200 with MMX

Lotus Notes and Domino 4.6

Panasonic PanaFax UF-7701

Sequel Net Access Manager 2.1

Stratus Computer Contium 428)

PC EXPO 1998

JES NetRaptor

Lotus Domino & Notes R5 (Alpha)

Novell NetWare 5 (Beta)

PC EXPO 1999

DTK Cosmo Server

Kingston TurboChip 366

Lotus Domino & Notes R5 Upgrade Guide

Novell NetWare for Small Business Suite 5