

Eric A. Louie  
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## EDUCATION

1980-1984 California State University, Sacramento  
B.S., Electrical and Electronic Engineering

CCNA Certified, March 2000  
CCIE Written Exam, 1995 & 2002

SECURITY CLEARANCES:  
None

## WORK SUMMARY

Increasingly responsible engineering and management positions in data and voice systems architecture, design, analysis, implementation, support, and operations engineering. Information Systems project management at enterprise levels. Network Management/Operational Systems Support design and implementation. Strategic and tactical communication system planning and deployment.

## PROFESSIONAL EXPERIENCE

April 2002 to present, Partner, Technology Integrity Professional Services, San Diego, CA

- Independent IT consulting for small-medium business clients
- Support Services – Microsoft, Cisco/Linksys, HP, Dell, IBM/Lenovo and other vendor support services, including design, repair, installation, configuration, and user training
- Sales and marketing of company services to prospective and existing customers
- Purchasing and acquisition of hardware and software for client projects. Job estimating, proposal generation, presentations, project management, and contract negotiations
- System architecture, design, consulting, evaluation, and recommendations for small business-oriented computer software and hardware solutions
- Management and supervision of field technicians
- Company fiscal and operational management responsibilities

June 2007 to December 2007, Project Manager (contractor), AT&T, San Diego, CA

- Program and project management for security (firewall) implementations, County of San Diego
- Responsible for receiving requests, assigning staff resources, clarifying requirements, and monitoring change windows including backout plans, ensuring network resources are available for implementation
- Reporting change status on two daily and two weekly meetings
- Escalate, evaluate, and implement emergency firewall change requests on a 24x7 basis

Feb 2005 to Nov 2005, Network Operations Engineer (contractor), AT&T, San Diego, CA

Enterprise-level Network Engineering support

- 24x7 Managed Web Hosting service
- Responsible to maintain, troubleshoot, and resolve routing, switching, and host connectivity issues
- Monitor and support maintenance outages to ensure non-stop network access
- Review and resolve trouble ticket issues
- Isolate network and telecom problems and route the issues to the correct departments for resolution
- Assess and solve problems with OSPF and BGP routing and multilayer switches

June 1997 to April 2002, Sr. Consultant, Science Applications International Corporation, San Diego, CA  
RapidApps Division – Enterprise Network Architecture duties

- Provide Application Service Provider (ASP) Architecture, Design, Engineering and operations support for OSS/BSS application outsourcing service.
- Direct system and network engineers in the support of the enterprise.
- Consult with customers to review their ASP system requirements.
- Lead client development of telecom operational support systems.
- Architect, design infrastructure, review overall solution and integrate network around customer reqts.
- Designed MPLS solutions for carrier and enterprise networks based on Cisco and Nortel equipment.

SAIC Sr. Consultant (cont'd)

Commercial Health Care Sector – Sr. Network Consulting (Enterprise-level Information Systems and IT)

- Consulting, project management and technical direction for Fortune 500 companies that were redesigning data and voice infrastructures.
- Router and switched internetwork architecture, design, configuration, performance evaluation and tuning.
- Multi-vendor and multi-service network integration, application bandwidth evaluation, technical evaluation of new products.
- Led and mentored network engineers and technicians to install, implement, and troubleshoot.
- System and network management system implementation, customization, and production usage.
- Large-scale project management of clinical and enterprise healthcare backoffice systems.
- Architect and design WAN, MAN, and LAN network infrastructures.
- Assisted customers with OSPF, BGP, RIP, and EIGRP routing issues, Quality of Service (QoS) configurations, and VOIP routing issues.

Sept 1995 to June 1997, Senior Network Engineer, Cisco Systems, San Jose, CA  
Network Engineering and Project Management for Intercontinental WAN.

- Responsible for design, implementation, installation, 3rd party service coordination, deployment, maintenance, upgrades, and technical support for
- WAN and LAN services in ICON (Asia, Australia, South/Latin America, Canada) sales offices, including
- overall network design, managed WAN and router services, WAN circuits, voice/data integration, routers, switched LAN hubs, and access servers, campus LAN design, and early VoIP trials.

Mar 1994 to Sept 1995, Network Systems Engineer, Decision Data, San Ramon, CA  
Pre-sales Systems Engineering,

- Design and implement WAN and LAN technology, using Bay Networks, 3Com, and Cisco Systems products.
- Provided IBM AS/400 internetworking solutions for host-centric and NetWare-centric environments.
- Counseled prospective and existing customers in LAN and WAN solution options, including internetworking and LAN switching and routing products and network designs.

Aug 1993 to Feb 1994 Associate Engineer, Spectrum Telecom Systems, Concord, CA  
Network engineering for Bank of America for LAN and WAN implementations. Installed numerous Cisco routers for specific business applications. Engineered and designed SNA/LAN internetwork solutions.

Dec 1991 to June, 1993, Systems Engineer, Racal Datacom, Inc., Sherman Oaks, CA  
Pre-sales design and presentations of network projects for major customers. Primary designs for wide area data networks and local area networks. Responsibilities included proposal generation and presentation, dedicated and dial restored WAN design, internetwork design using Proteon routers, LAN design, and project management and implementation.

May, 1984 to May, 1991, Member of the Tech Staff, Hughes Aircraft Co., El Segundo, CA  
Coordinated automatic test equipment design and development for over 50 electronics modules. Supervised a staff of 5 engineers. Succeeded in changing a manual test procedure to an automatic one. Wrote test programs and designed test adapters.

#### OTHER QUALIFICATIONS

Routers, Firewalls, Personal Computers, File Servers, Bridges, Hubs, Switching Hubs, Modems, CSU/DSU, Terminal Adapters, Ntwk Int. Cards, PCs, Datacom Test Equipment (Sniffers), Network Operating Systems ATM (Asynchronous Transfer Mode), BGP, OSPF, EIGRP, RIP, multilayer switches, PC Hardware and software components, Ethernet, Token Ring, FDDI/CDDI, Fast Ethernet, ISDN, ATM, Frame Relay, Private Lines, Public Switched Telephone Network (PSTN), X.25, DNS, DHCP, VPN/Remote Access, Troubleshooting, Microsoft Operating Systems (Windows 2000 Server, Windows 2003 Server, Windows Small Business Server, Windows XP, Windows 2000 Professional), Cisco routers & switches, Nortel/Bay Networks routers, 3Com hubs/routers, Cabletron, Racal-Datacom, US Robotics, Codex, Apple, Novell Netware, Dell servers, laptops & workstations, HP servers, laptops, & workstations, IBM servers, laptops & workstations

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