Clark G. Fredenburg

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SUMMARY

IT Manager/Engineer/Architect with extensive business experience managing local and wide area data/VoIP network infrastructure in continuous uptime environments. First hand entrepreneurial experience. Extensive problem solving, vendor management and customer relationship skills as well as fast thinking and flexible. Works well under pressure.

Entrepreneurial Experience	Database/Web Apps Development
Multiple Project Management	Data Center Infrastructure Management
Customer and Quality Focused	WAN/LAN/Wireless Architectures
Vendor/Supplier Management	Web/Data/VoIP Infrastructure

PROFESSIONAL EXPERIENCE

Computer Solutions Consulting, Houston, Texas   2004-Current
Owner Operator
Provide networking, communications and computer consulting to selected clients in and around the Houston area. This includes sourcing necessary hardware and software solutions as well as setup and maintenance of local area networks and computer systems.
   * Provide broadband, networking and VPN consulting services to local small and medium sized businesses.
   * Manage service provider relationships, such as AT&T, Comcast and others, to integrate telephony and data services.
   * Provide solutions and user services support for on site and remote users.
   * Develop and maintain security and disaster recovery measures for clients.
   * Develop, host, optimize and maintain web pages and applications on CSC owned and operated infrastructure.

NTS – XXCal, Inc. , Houston, TX (Contracted to HP)   2004
Linux Test and Quality Engineering, Business PC
Performed tests, diagnosed problems, and provided feedback on multiple Linux distributions including Red Hat Enterprise and Novell Linux Desktop.

Hewlett-Packard (formerly Compaq Computer Corporation), Houston, TX   2000-2003
WLAN Program Manager, Interconnected Products Group (2002-2003)
Drove the development of Compaq and Hewlett-Packard branded wired and wireless networking products for desktop and notebook PCs targeted to the consumer retail market.
   * Developed wired and wireless (802.11b) client and infrastructure products, created vendor selection criteria, defined branding requirements, developed and maintained project schedules. Drove internal and vendor engineering and test teams to meet these schedules.
   * Coordinated efforts of Industrial Design and packaging groups to complete Hewlett-Packard branding of retail LAN and Wireless LAN products.

Broadband Project Manager, Desktop Communications Team (2000-2002)
Performed a broad range of roles including Quality and Field Engineering as well as Project Management. Used my knowledge and experience to solve technical problems and drive the development of networking products.
   * Worked with Texas Instruments to development and deliver an ADSL ready Consumer PC to over 100,000 SBC Communications customers. Lead Product Group development of process for delivering custom factory installed hard drive images to support this offering.
   * Solved connectivity issues related to service providers and designed methods to help the customer be successful at setting up the system out of the box..
   * Developed procedures and training materials for teaching customer support personnel how to troubleshoot and isolate ADSL connection issues. Analyzed customer support call data to identify problem trends and drive solutions into the product for future shipments.
   * Maintained technical relationships with service providers (SBC, Verizon, BellSouth, Sprint and Qwest) to keep current with industry trends and influence future direction of technology offerings.
   * Used in depth knowledge of Internet infrastructure to design and build a PPPoE test bed. This test bed provided a flexible simulation of each service provider's infrastructure, useful for testing authentication and client applications through to the backbone.

XXCal, Inc., Houston, TX (Contracted to Compaq) 1998-1999
ADSL Field and Interoperation Test Engineer
Worked with ADSL vendors, ADSL service providers and the University of New Hampshire (UNH) to assure interoperability of Compaq's ADSL products.
   * Became the Compaq subject matter expert on broadband issues and questions.
   * Traveled to UNH Hot Stage events to assure Compaq's ADSL products were compatible with those of Alcatel and other central office equipment manufactures. Also assured products would perform well at SUPERCOMM and CES trade shows.
   * Specified provisioning requirements and built systems to meet these requirements for ADSL field trials with service providers SBC, Verizon, BellSouth, and Sprint. Determined what were acceptable results and made adjustments to products and system images as required.

Computer Solutions Consulting, Inc., Richlands, Virginia 1991–1998
Owner Operator
Sold configured systems and networks targeted at specific customer needs, including Novell and Windows based networks in small to medium offices of 5-40 users. Sold maintenance services to these clients.
   * Created database applications to meet customer needs using a range of packages including MS Access and Paradox.
   * Created custom interfaces between databases, accounting packages, and medical test equipment for a local clinic.
   * Gave talks to local business leaders ranging from "Computerizing Your Business" to "Harnessing Full Advantage of the Internet".

   While in Richlands, Virginia, saw the need for and started the following two additional businesses:

   Kaleidoscope Information Services, Inc., Richlands, Virginia 1996-1998
   President, CTO and Senior Advisor
   Managed the creation and operation an ISP in Southwest Virginia. Built the ISP's Infrastructure on Intel platforms using Linux in a wide area network, covering two plus counties with four Points of Presence, supporting over 1,500 customers with over 200 analog and ISDN ports.
      * Performed cost and market analysis for providing Internet services in new areas and planned expansions.
      * Designed and managed the implementation of a Wide Area Network with multiple Points of Presence.
      * The ISP later sold for $1.4M, over 23 times the original investment.

   Maple Street Enterprises, Inc., (Computer Corner), Richlands, Virginia 1994–1995
   President & CTO
   Owned and managed a retail computer business including purchasing, inventory, employee relations, public relations, and marketing.

Management Systems Laboratories, Virginia Tech, Blacksburg, Virginia 1986-1991
Programmer/Analyst - Research Associate - Security Officer
Developed and maintained software applications for the administration group including accounting and project cost/benefit analysis. Later joined the material requirements modeling group and became a team leader.
   * Led a team effort to migrate a set of nuclear materials requirement forecasting tools, used by the Department of Energy, from mainframe computers to desktop PCs. This reduced report turnaround times from days to minutes.
   * Planned, built and oversaw a secure computer facility meeting Department of Energy specifications. Performed security training of employees and audited facility records and procedures.

Satellite Business Systems, McLean, Virginia 1982-1985
Co-op Student
Developed multiple software projects in an IBM mainframe environment using PL/1, ADABAS, SAS, NATURAL, COBOL, and others.

EDUCATION
Masters of Business Administration, Averett University, Danville, Virginia
Bachelor of Science, Computer Science, Virginia Tech, Blacksburg, Virginia

SPECIAL TRAINING
Planning & Managing Projects, IPS Project Management Program

AWARDS
Outstanding Accomplishment Award for the SBC ADSL/PC Program