

MICHAEL NOLAN HALE

87-109 KULAWAE PL, WAIANAE
HAWAII 96792
MICHAEL.N.HALE@GMAIL.COM
(808) 497-4094

OBJECTIVE

To design and implement computer, communications, and network solutions.

Professional Experience

Network Operations/Data Center Manager

2008 – Present

Pacific Region Network Operations Center (PRNOC) - Wahiawa, HI

Manage a team of 48 military and civilian watch-standers and network/systems administrators. Lead, define, and direct the troubleshooting and communication processes to meet Service Level Agreements for monitoring, data recovery, escalation, and reporting to over 200 US and Coalition shore/mobile units on 10 classified and unclassified networks/enclaves.

Provided technical support for NOC personnel in the areas of Cisco routing and switching (OSPF and BGP), Linux Servers (DNS/SMTP/Web Cache/Web Server/SQL/Syslog), Windows servers (DNS/File and Print/WSUS/E-mail/Web Server/SCCVI/SCRI/HBSS/SMTP VScan/TACACS+), Packet shaping, IDS/IPS, Inline Virus Scanners, Firewall Clusters, and VPN Devices.

Review and monitor alerting systems, tools, and escalation procedures and lead the collaboration of change management, incident review, and root cause analysis.

Responsible for Information Assurance assessment, review, and remediation in accordance with DOD/DON mandates and current network posture.

Responsible for scheduling, resource management, and personnel evaluations.

Coordinate maintenance availability periods for enterprise-level upgrades and installations.

Accomplishments

Infused ITIL/ITSM concepts and best practices into NOC culture bringing network uptime from 99.98 to 99.999.

Developed a fully comprehensive training platform, directly responsible for a truly cross-enclave support team.

Systems Engineer

2007 – 2008

Special Operations Command and Control Element (SOCCE - HOA) - Djibouti, Africa

Provided Systems Engineering for remote networks and tactical satellite communications in 8 countries to include switching, routing, network security, and mobile voice/data circuits to include; Special Operations Forces Deployable Node-Medium (SDN-Medium) Very Small Aperture Terminal Radio Frequency (VSAT RF), Ka band Global Broadcast Service (GBS), Inmarsat Broadband Global Area Network (BGAN) suites, and various Tactical Radio Communications Systems (TRCS).

SOCCE regional Information Assurance Lead, responsible for policy management, vulnerability assessment/remediation, and network systems certification.

Planned and lead the execution of new cable infrastructure and comprehensive network systems replacement for the Joint Operations Center.

Skills and Abilities

Server Administration

MS Windows Server to 2003
Active Directory Group Policy
DNS
ISC BIND
IIS v5 – v6
DHCP
WSUS
File/Print Share Exchange to 2K3

Unix-Based
Red Hat ES3-5
Solaris
AIX
HPUX
BSD 6.X
BIND v7 – v9
Sendmail
Squid
Apache
MySQL
Syslog
NAS

Routing & Switching

Cisco Routers (4000-7600 Series)
TCP/IP Net Design
OSPF Design
BGP Design
iBGP & eBGP

Cisco Switches (2560-6500 Series)
QOS
VLAN
Policy-Based Switching

Lead Network/Systems Administrator
Pacific Region Network Operations Center (PRNOC) - Wahiawa, HI

2006 – 2007

Lead a team of network/systems administrators in the monitoring, maintenance, diagnosis, and troubleshooting of LAN and multi-site shore/afloat WAN issues.
Managed Windows/Unix server farms, corporate anti-virus/HIPs server, packet shapers, firewall clusters, VPNs, IP VTC, ASBR ingress/egress ACL's, and DNS black hole lists.
Provided Tier II support/training for all NOC issues not serviceable at the watch-team level
Conducted/reviewed monthly enterprise vulnerability assessments and developed POA&M for remediation.
Instituted local WSUS server for managing server and workstation patches, updates, IAVAs and device driver updates.
Developed and implemented traffic shaping policies for all afloat/mobile customers.
Authored and revised NOC SOPs in conjunction with system installation and upgrades.
Network/Systems Administration subject matter expert for Pacific region Communication Assistance Team providing pre-deployment issue-resolution and hands-on training to US Ships.

Systems Administrator
USS HOPPER – Pearl Harbor, HI

2003 – 2006

Administered shipboard Cisco and Proteon routers, Xylan ATM switches, Active Directory, Group Policy, and Windows DNS/File/Print/Exchange/DHCP servers.
Provided end user desktop support for workstation hardware/software issues.
Performed back-ups/restoral of network servers/devices.
Managed on-call support for after hours computer network/server issues.
Local Registration Authority (LRA) for Public Key Infrastructure (PKI) digital certificates.
Developed and administered shipboard bandwidth utilization plain using QOS.
Authored Shipboard networks System Security Authorization Agreement (SSAA).

Transmission Systems Technician
USS CONSTELLATION – San Diego, CA

2002 – 2003

Built, maintained, and troubleshoot VHF, UHF, EHF, and SHF voice/data circuits.
Configured and maintained all associated receivers, transmitters, transceivers, multiplexers, CSU/DSU's couplers, and antennas.
Loaded and maintained cryptographic, bulk encryption, and network encryption devices.

Training and Certifications

Cisco Certified Network Associate (CCNA) - CSC011526542
Certified Information Systems Security Professional (CISSP) - 336914
CompTia Security+
CompTia Network+
CompTia A+
Network Security Vulnerability Technician (NEC 2780)
Information Systems Technician (A School)

Network Devices

Firewall Clusters
Sidewinder G2
Gauntlet
Juniper VPN
Cisco Secure ACS
BlueCoat Packeteer
MRTG
Route Explorer
Net. Assoc. Sniffer

IA Devices & Software Packages

FortiGate 3600 IVS
Promia IASM
McAfee
Intrushield
Hercules
HBSS
ePolicy
HIPS
Symantec
Corporate AV
Mail Security for SMTP 4.x to 5.01
Eeye Retina NSS
Ethereal
Wire Shark

Programming & Scripting

CSS
HTML
JavaScript
Perl
PHP
Shell scripting
C & Bourne Shell
Expect

Desktop Administration

Windows Vista/XP
MacOS 10.4/5
Fedora
MS Office
97 to 2007/8

Clearance

Top-Secret with
SCI Eligibility

References

David Perry, LCDR USN

Communications Officer

NCTAMS PAC

david.p.perry@navy.mil

808-653-0093

808-782-7043

Creighton Lai

Lead Fleet Systems Engineer

SPAWAR Systems Center

clai@spawar.navy.mil

808-653-0523

808-295-4425

Shawn Merriman

Technician VI

Battelle (PNNL)

shawn@pnl.gov

509-375-3751

509-521-3206

Isaac Nakata

Systems Engineer

Navy/ Marine Corps Intranet

isaac.nakata@nmci-isf.com

808-356-6305

808-778-8221