

Karl Tunnell-Braun - Resume

Over 25 years of experience in Information Technology

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Self-motivated IT Operations Professional with 25+ years of diverse experience in Network and Systems Operations with a proven ability to build organizations from startup to fully functional, multi-facility operations. Consistent record of strong leadership with excellent communications skills. Background includes network and cable infrastructure design, NOC build-outs, EMS/NMS/NSM architecture, Data Center and Network Operations, Customer Support - Operations integration, Telecom projects, and IT operations strategy.

Skills Summary

IT Operations

Organized unified worldwide Network Operations group from regionally diverse engineering groups (Novell, LSI Logic) and created Systems and Network Operations group for startup ASP (Aristasoft).

International Management

Managed geographically distributed staff (California, Utah, New Jersey, United Kingdom, India, Singapore, Japan).

Help Desk - Operations

Integration

Played key roles in developing integrated customer support process flow, EMS/NMS/NSM architecture, and operations practice (Novell, LSI, Aristasoft, Stanford University, Bio-Rad).

Personnel Management

Managed 24x7x52 follow-the-sun operations team (Novell, LSI, Aristasoft). Consistent record of developing loyal, top performing teams. Have turned "difficult" staff into solid productive employees.

Operations Processes

Key Player in developing Change Management, Incident Management and Information Security Processes (Novell, LSI, Aristasoft, Bio-Rad).

Career History

Independent Consultant

Bio-Rad, Global IT Change Management and Monitoring Consultant AUG 2005 - OCT 2005

Develop strategy for developing corporate world-wide policy for IT Change Management (Change Control) and IT service delivery monitoring policy and assisting senior IT staff in developing project plan, marketing plan, and specific processes and procedures. Leveraged need for SOX and other legal compliance requirements to gain acceptance of policy and acquire additional budgeting.

- Document initial process recommendations
- Assist CIO and direct reports in developing a strategy for unifying disparate regional IT staff.
- Develop marketing plan for global IT Change Management and Monitoring project.
- Research and document Best Practices guidelines.

Independent Consultant

ShoreTel Communications, Professional Services Project Manager MAY 2004 - DEC 2004

Hired to help organize and staff up new Professional Services group within Customer Support Organization. Group's focus was to project-manage and provide technical implementation services for installation of ShoreTel equipment and Software. (ShoreTel is a manufacturer of VoIP switching and PBX equipment and associated software in Santa Clara, CA). Duties included:

- Define structure of organization.
- Define customer life-cycle process and document.
- Provide project management for customer- or partner-driven implementation projects.
- Provide project management and technical services for ShoreTel-driven implementation projects.
- Implementation Project Responsibilities included:
 - Existing Telecommunications Services Inventory
 - Customer Requirements gathering and documentation
 - Typical Project Management
 - Communications with Sales and Operations to ensure proper quantities, configurations, and specifications for equipment are ordered and delivered on time.
 - Equipment and Software Configuration
 - Oversight and coordination of equipment deployment in larger (>1 site) installations.

Independent Consultant

Stanford University, EMS Project Manager APR 2002 - SEP 2003

Initially hired by my former consulting company, CuroNet, to manage an EMS competitive pilot project at Stanford University, I was ultimately hired directly by Stanford to manage the entire EMS effort. Duties included:

- Organize cross-Directorship team of technical staff to develop requirements and objectives.
- Negotiate final bids from competing integrators under University competitive bid guidelines.
- Negotiate maintenance contract terms with ISV's.
- Interview vendor references and document in standard format.
- Develop hardware configuration options for review by Stanford staff.

Independent Consultant

Private Residence, Remote Wireless Installation

MAR 2003 - JUN 2003

Installed long distance (point-to-point) wireless (802.11b) link to remote residences in Big Sur wilderness area. Duties included:

- Installing and configuring dial-up router, Cisco wireless access points and Cisco wireless group bridges.
- Install and tune wireless antennae.
- Install residence network cabling.
- Install residence wireless access points.
- Arrange ISP account.
- Train users.

Aristasoft, Inc. San Jose, CA
Manager, Platform Operations
Dec 1999 to Oct 2001

Hired to build and manage Managed Platform Operations Group, which was responsible for Network, Data Center, and Enterprise Systems Operations for this startup ASP supporting up to 22 customers simultaneously. Also responsible for Customer Access, Inter-Data-Center and Intra-Data-Center network design.

- Peak: 5 direct reports, 15 total staff
- Initial **design of ASP network and customer access strategies**. Included Inter-Data-Center networks, Intra-Data-Center networks, and customer access networks.
- Responsible for design of **customer premise equipment "packages"** (different prices, different benefits of router, VPN, and management probe combinations).
- **Vendor management** for network service providers.
- Responsible for ordering, maintaining customer access T1 and DSL lines.
- **Design Data Center layout** and oversee implementation.
- Defined and **organized network design and operations team** which took over these functions from 3rd party.
- **Defined all operations procedures and processes**, including change control and security control. Key participant in customer support process design and implementation.
- Defined and **organized Data Center Backup team** which brought this service in house from 3rd Party (IDC Vendor) and significantly savings over existing (outsourced) method.
- Responsible for **Operations Budget**.
- Responsible for inventory analysis and **disposition of assets** in coordination with the company controller, the creditors (mostly leasing companies), and the liquidation vendor's staff (Dovebid).

Curonet, Inc. San Jose, CA
Co-Founder, General Manager, Sr. Project Manager
Nov 1998 – Dec 1999

Co-Founded company, set up offices, put together benefits package

- Assisted in development of Business Plan and Cash Flow Projections
- Assisted in developing strategic partnerships and key customer contacts
- Project Management for EMS/NMS implementation projects and cable build-out projects

Intelliant, Corp., Mountain View, CA
Sr. Telecom Consultant
Sept 1998 – Dec 1999

Various duties, including:

- Team Lead for Circuits Inventory for AirTouch, a leading wireless services vendor.
- Database Analyst for same project.

LSI Logic, Milpitas, CA.

Sr. Manager, Global Network Operations

June 1997 – July 1998

Hired to assist Director, Global Network Services to build internal network services organization and in-source this function from IBM Global Services. Main goal to build unified Network Operations group out of decentralized groups based in Japan, Oregon, California, and the U.K.

- Assist Director, Global Network Services, with building the new organization, overseeing hiring and organizational structure.
- Develop Global Network Operations unit, (LAN operations group for Bay Area campuses and Global Network Support group for WAN services). Transitioned network operations to staff-managed services from outsourced and managed services.
- Develop Datacom group, transitioning the function of cabling "operations" from a purely outsourced operation to a staff-managed function.
- Develop Global Enterprise Management systems group (successfully spun off into separate entity)
- 7 direct reports, 15 total staff.

Novell, Inc., San Jose, CA

Sr. Manager, Global Network Operations

Oct 1995 – May 1997

Given responsibility to bring distributed Global Network Operations Center (GNOC) online and unify geographically distributed and decentralized network operations groups (Australia, California, Utah, New Jersey, The United Kingdom, The Netherlands, India).

- Develop organization responsible for globally-oriented network operations; (vs. existing geographically -oriented operations units).
- Oversee operation of 3 geographically distributed Network Operations Centers acting as a central facility for managing Novell's Corporate Internet (NCI).
- Responsible for operations of the Global Corporate Intranet 24x7, with reasonable coverage on weekends and holidays.
- Direct reports in San Jose, Ca; Provo, Ut; and Capelle, The Netherlands.
- 12-18 staff.

Novell, Inc., San Jose, CA

Network Engineer

Sep 1992 – Oct 1995

- Design and implementation of LAN solutions at campus level.
- Troubleshooting LAN problems at one of Novell's major campuses (Monterey, San Jose).
- Developed IP, IPX, and Appletalk address management plan.
- Developed Site Identification system (trigram identifier).

Various Employers

Misc.

1978 –1992

- MIS Manager for Digital Research; VAX/VMS, Asynchronous networks, 5 staff.
- Systems Software Engineer for Digital Research and Tandy, Corp.