

## Merle R. Bobzien

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**OBJECTIVES:** I have worked in customer service and support roles in my career and have considerable experience and expertise in all aspects of information processing, communication technologies and enterprise-scale network operations, and am seeking a position to participate in a corporate-style environment, either in an administrative, operational or educational capacity. My experience with antiquarian books and museum artifacts gives me an insight as to how the new technologies may be applied in the research and conservation of historical materials. Although I do not have a formal degree in library science, my work experience and advisement of library professionals and serious collectors gives me an insight to the subject from a wider perspective, and I am able to provide a different perspective to the subject.

### **TECHNICAL EXPERTISE:**

Design, installation and operation of data networks; preparation and presentation of technical instruction courses and test methodologies; customer support for user communities; pre- and post-sales support of customer accounts; operation of distributed network services; creation of corporate technical training programs.

[and:] Antiquarian book cataloguer/conservator. Researching and cataloguing rare books for published sales catalogs; maintaining the book shop in all operations aspects, also including order processing and shipping. Performing necessary repair and conservation of antiquarian volumes and prints.

### **EXPERIENCE:**

#### **June 2003 – Present. Independent Technical Contractor**

I create and present contract instruction on networking technologies and test methodologies in both domestic and foreign venues. I formed Ursa Major Consulting Services (formerly of Honolulu) to offer instructional courses in basic networking technologies, current popular communication protocols, network problem solving and test methodology to meet today's corporate requirements. Ursa Major has designed and built a comprehensive catalog of training courses, created and written by myself. The main objective of Ursa Major is to provide a means of bringing students "up to speed" with the newest and most popular technologies and to teach skills which will be needed for creating and maintaining evolving networks and services.

[and:]

#### **From August 2010 - 2013 Curator for the Big Bear Valley Historical Society Museum, Big Bear City, California**

Responsible for the operation of the Museum, conservation of museum artifacts, acquisition of additional artifacts and interpretation of the museum, according to our charter and stated goals and objectives. I also serve as a member of the Board of Directors.

#### **November 2006 – June 2010, Jeff Weber Rare Books**

I was the senior cataloguer for an antiquarian book dealer in the Los Angeles area. As a full-time employee, my duties included opening and closing of the shop, order acquisition and processing, cataloguing and description of new stock, publication of monthly printed customer catalogs and general shop operations. I also participate as a resident instructor/lecturer at the International Printing Museum & L.A. Book Arts Institute.

#### **Oct 2000 – June 2003. Senior Instructor, Spirent Communications-Adtech Division, Honolulu, HI**

As the senior instructor for the Adtech Broadband Test System, I developed most of the instructional materials and courses for both customers and systems engineers. Using this material, I presented technical training (and internal company seminars) across North America, Europe and Asia. The AX/4000 test platform is used to test Qos in multiple architectures and routing. As a part of this technical product training, I also presented the base technologies behind each fact of the test platform. I

also wrote and administered an engineer certification program for the AX/4000. To facilitate mobility of the training equipment, I converted the classroom training hardware to an 802.11 fabric for ease/speed of setup in any configuration of room available for class presentation; in effect, a small-scale, self-contained enterprise network. As an alternative to hands-on training, I also participated in production of Web-based training materials and programs, in the interest of reducing travel and travel-related costs.

**Aug 1999 – Jun 2000. Consultant for Sonoma Systems, Marina del Rey, CA**

Under contract, I developed a set of training courses for their newly-introduced LAN/WAN product. The Sonoma products used various ATM uplink interfaces, ranging from DS-1 to OC-3c, to provide transparent LAN services, voice telephony and video services over ATM-Uni, IMA and/or Circuit Emulation (CES) VCs. Working directly with the engineering staff, I translated functional specifications and actual configuration and performance into customer-applicable training. As the sole trainer for the company, I presented the material to OEM partners and corporate customers (SouthwestBell, PacBell, ELI, Newbridge, Cabletron, Eirecom, Siemens) throughout North America, England and Ireland.

**Nov 1997 – Sep 1999. Senior Tech Staff, Network Control Center, TRW Inc. Redondo Beach, CA**

My primary responsibility with TRW was to assist the manager of the North American Network Control Center (NCC) as a technical liaison between the various engineering, architecture and operations groups and to assist the staff as a 'next level' problem solving resource. The center supported was responsible for the TRW Global Network, which spans approximately 130 remote sites, worldwide, including links to industry partners and subsidiaries, and a LAN which supports 10,000+ people at the various southern California facilities. [EBI clearance]

**Feb 1996 - Mar 1997. Senior Systems Engineer, Retix North American Sales, Marina del Rey, CA**

At the request of the MIS department, I assisted Retix in a support role for their NetWare servers and cc:Mail multi-post office system and to help prepare the corporation for relocation to a new office complex. A major responsibility for this relocation was to design the network infrastructure for the corporation, install the equipment and smoothly transition the company services between locations.

**Dec 1995 - Apr 1996. Technical Trainer, Bay Networks, Western Region, Irvine, CA**

**Feb 1995 - Dec 1995. Training Manager, Xylan Corp., Calabasas, CA**

My primary task/goal for Xylan was to design, develop and implement a technical training department for the corporation. I wrote two technical training courses for the Xylan OmniSwitch, a LAN switching product, which encompassed Ethernet, Token ring, FDDI and ATM technologies in an any-to-any connectivity application.

**Jun 1993 - Feb 1995. Training Manager, Retix, Santa Monica, CA**

As manager of the training department, my primary responsibility was to design, write and operate a corporate department to train VARs, resellers, customers and internal personnel networking concepts and how to use Retix LAN/WAN routing products.

**May 1985 - Jun 1993. Hughes Business Communications, S&CG, El Segundo, CA**

*Supervisor of User Help Center.* My primary task was to direct the staff of the Hughes Business Communications (HBC) Network Operations Center (NOC) that monitored the Hughes global network of LAN, WAN, voice and video technologies.

*Engineer for network engineering services* (similar to prior assignment with EDSG).

*Member Computing Staff.* Provided engineering support for local area network throughout Electro-Optical & Data Systems group. Renovated and updated existing Ethernet installation with wiring hub concentrators; developed wiring design for replacement of copper "backbone" with optical fiber for FDDI migration; provided support for ES/9000 mainframe communications interconnections with non-IBM user communities; modeled X.400 electronic mail systems to link all user workstations; provided Novell/Netware support and installation for PC-based workstations. [EBI clearance]

**Apr 1983 - May 1985 University of Hawaii, Honolulu, HI**

*Project Leader,* Responsible for the Financial Aid Student Information System.

## **EDUCATION:**

California State University, Northridge B.A. Biology; L.A. Mission College Cert. Bus. Data Processing

**Activities/Interests:** Antiquarian books & antiques collecting and conservation, Scuba, sport motorcycles, travel.