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Objective:

A management or project management opportunity where I can utilize my years of technical and leadership experience to contribute to the success of a dynamic and forward looking organization.

Professional Summary:

A seasoned technical professional with 25 years of experience in the enterprise computing industry, specializing in management, program management, IT architecture and strategy, technical support, system/network administration, Internet and Web technology, and social media.

Professional Experience:

Freelance

Technology and Social Media Consultant

May 2007-Present

- Using my years of experience and knowledge to help individuals and businesses weave social media into their business strategies and brands through education, planning and execution.
- Educating and assisting individuals and businesses in successfully assimilating computer and web technology into their workflows and strategies.

Fine Art Photographer

October 2004-Present

- Seascapes, landscapes, underwater, portraits, commercial. Portfolio can be viewed at <http://peterliuphoto.com>.

Sun Microsystems, Santa Clara, CA

Technical Services Manager, Escalation Sustaining Engineering

April 2003 – October 2004

Senior escalation manager in the software sustaining organization.

- Critical situation and escalation management for enterprise software products.
- Interface with the support organizations and the field to diffuse hot customer escalations.
- Coordination of sustaining and development teams to provide relief to customers.
- Drive strategic initiatives among sustaining, development and support organizations to prevent future escalations.

Principal IT Architect, Sun IT

April 2002 – April 2003

Senior architect within Sun IT.

- Architect and program manager of a technology early adoption site within Sun IT.
- Responsible for overseeing planning and deployment activities.
- Liaison responsible for building and maintaining relationships among IT, customer support and product development, including the creation of processes for escalating product issues.

AOL Time Warner, Dulles, VA

iPlanet e-Commerce Solutions, A Sun-Netscape Alliance, Santa Clara, CA

Senior Manager, Worldwide Advanced Services

June 2000 - September 2001

Director level manager reporting directly to the Vice President of iPlanet Worldwide Customer Support.

- Responsible for a high-availability 24x7 back-line technical support organization of up to 25 product experts chartered with diffusing Enterprise customer escalations worldwide.
- Responsible for directing up to 3 managers in the building and deployment of tier-2 and tier-3 fly-and-fix teams consisting of technical experts in software diagnostics and developer support.
- Responsible for vision and direction of the teams and their functions within the larger Customer Support organization.
- Responsible for overseeing headcount and resources for the organization based on case load, worldwide coverage and business needs.
- Managed highly visible projects to integrate call center procedures and escalation processes between AOL and Sun Microsystems involving cross-functional organizations on both sides, including Customer Support, Software Engineering, Sales, Marketing, Professional Services and IT, resulting in smoother cooperation among engineers in both companies supporting iPlanet products worldwide.
- Successfully navigated the challenges presented by leading a support organization in a two-parent alliance between AOL and Sun Microsystems.

Netscape Communications, Mountain View, CA

Manager, Worldwide Advanced Support

September 1998 - June 2000

Manager of a "SWAT Team" of dynamic, highly skilled product experts responsible for providing back-line support for hot customer escalations and training for all front-line technical support engineers.

- Recruited and built the Advanced Support team from scratch.
- Made minute-to-minute tactical decisions regarding effective deployment of resources to resolve hot customer issues worldwide.
- Instrumental in the development and rollout of technical support processes and tools.
- Overall project manager for technical support readiness during the Y2K rollover period.

Manager, Major Accounts Technical Support

April 1998 - September 1998

Manager of a high-powered, extremely effective team of technical support engineers responsible for providing high-touch support to Netscape's major Enterprise customers.

- Managed a team who developed and maintained high-touch working relationships with customers in the Telecom, Finance, Government, Technology and Utilities industries.
- Provided leadership, training and mentoring to members of the team.
- Assisted with hot customer escalations and helped drive problem resolution by providing resources needed by my employees to succeed.

Technical Support Engineer

September 1997 - April 1998

Technical account manager providing high-touch support to Netscape's major Enterprise customers.

- Developed and maintained excellent working relationships with customers.
- Diagnosed and resolved technical issues regarding Netscape products on a variety of platforms.
- Acted as an advocate for customers, drawing on any and all company resources necessary to resolve customer issues.
- Worked closely with Engineering, QA, Sales, Professional Services and IT to provide 100% customer satisfaction.

Amdahl Corporation, Sunnyvale, CA

Information Technology Architect

August 1996 - September 1997

Lead technical architect responsible for the amdahl.com Internet presence as well as much of the computing infrastructure within the corporate IT division.

- Architecture lead and manager of the Amdahl firewall systems and networks.
- Postmaster and DNS administrator.
- Webmaster of internal websites.
- Extensive work in the area of computer and network security.
- Responsible for Unix and Windows computing infrastructure and web technologies.
- Responsible for assembling and leading technical task-force teams to resolve difficult IT architecture and infrastructure issues.

Principal System/Network Administrator

September 1990 - August 1996

Project Leader of Corporate System Administration Teams.

- Coordination of system administration projects linking IT with corporate business units.
- Architecture of server and network strategies needed to accomplish business requirements.
- Planning and support for firewalls, including network security, DNS, email and web hosting.
- Instrumental in the design and construction of the web infrastructure for the corporation.
- System administrator of networks, servers and various computing platforms.
- Installation, configuration and maintenance of hardware and software, including Unix, Linux, DOS/Windows and Macintosh platforms.
- Instrumental in developing a common desktop environment for Unix workstations.
- Extensive experience with Solaris and SunOS operating systems, including X Windows.
- Installation and support of A/V and conferencing systems.
- Technical resource for other system administrators.

Senior Software Engineer

August 1989 - September 1990

Software Support Team Leader responsible for systems level development, programming, maintenance and support of mainframe simulator systems.

Syncsort Incorporated, Woodcliff Lake, NJ

Senior Systems Programmer

June 1987 - August 1989

Senior Systems Programmer responsible for installation, building and maintenance of production systems, including performance and capacity planning, disaster recovery and productivity tools.

Senior Software Analyst

September 1983 - June 1987

Responsible for technical support, sales/marketing support and quality assurance of Syncsort products, including product design and development, testing, documentation and code modification at the Assembler and machine code level.

Education:

Bachelor of Arts, 1983 - Pomona College, Claremont, CA

References available upon request