

Perley B. C. Mears Jr.

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Dependable, organized, self-motivated technologist with strong interpersonal and communication skills. Over 20 years of computer industry experience.

Professional Profile

- Architects solutions to meet customer's business requirements.
- Develops and presents technical material clearly to customers from CEOs to System Admins.
- Enthusiastically transfers knowledge to others through articles, blog posts, web pages, presentations.
- Collaborates with engineering and marketing to drive customer feedback into products and services.
- Manages Pre-Sales Pilots and Proofs of Concept.
- Oversees and supports lab resources for sales use in benchmarks, POCs, Pilots, testing, and learning new products.
- Teaches product training and Transfer Of Information (TOI) sessions both internally and externally.
- When needed, escalates customer Pre and Post sales issues to successful conclusion.
- Takes full advantage of various Social Networking technologies to collaborate, communicate and evangelize with colleagues and customers, including Twitter, Facebook, IM, IRC, LinkedIn, Plaxo, blogging, and more.

Technical Proficiencies

Platforms: Windows 9x/NT/2000/XP, VMware, Solaris, Linux (Red Hat, Ubuntu), Mac OS X, Mac System 7/8/9

Networking: LAN/WAN administration, TCP/IP, 10/100/1000BaseT ethernet

Languages: UNIX shell script, Java, JavaScript, HTML, Wiki, Perl, C, BASIC

Tools: Microsoft Office, Star Office, SSH, IRC, Virtual Box, Sun Ray Server, Sun Secure Global Desktop

Professional Experience

Sun Microsystems, Incorporated, Burlington, MA 1997-Present

Senior Technical Specialist

- Provide Pre and Post Sales technical support for a variety of customers, design solutions, develop & present material, set up POCs & pilots, and escalate customer issues as needed.
- Drive changes that enhance customer experience. Collaborated on Out of Box Experience cross-functional, team.

Systems Engineer

- Provided technical expertise to Sun's channel partners, and government customers.
- Presented training and other materials internally and externally.
- Took lead role in knowledge transfer projects.

Banyan Systems Incorporated, Westborough, MA 1994-1997

Senior Support Engineer

- Provided mentoring and guidance for a team of support engineers, in addition to the responsibilities below.

Technical Support Engineer

- Provided technical support to end-users, system administrators & consultants for a wide-range of messaging products including a PC-LAN based Windows/DOS E-mail package, a Group Scheduling calendar package, and collaboration forum package.
- Employee Excellence Award: Chosen by previous Employee Excellence Award recipients for contributions to Banyan and their customers far above expected job performance.

Beyond Incorporated, Cambridge, MA 1992-1994

Technical Support Engineer

- Provided technical support for a PC-LAN based Windows/DOS E-mail package to customers from end-users to system administrators to consultants.
- Developed product code to gather information to assist in resolving customer support issues.

ManLabs, Division of Alcan Aluminum Corporation, Cambridge, MA 1990-1992

LAN Administrator/Computer Specialist

- Designed and implemented a system of networked personal computers which increased computer access by 500% and capacity and capability by 300%.
- Established a fiber optic connection between 2 buildings which resulted in a 50% reduction in software expenditures and a 50% increase in computer resource availability.
- Effectively responded to a virus infection and implemented protective measures using anti-virus software.

Education & Training

Sun Microsystems Certified Training 1998

Solaris (System Administration, Network Administration, Internals)

Java

Perl

Banyan Certified Training 1994

Vines Administration

Novell Certified Training 1990

System Manager, Update and Advanced Features,

Netware Service and Support

Bachelor of Science in Electrical Engineering, 1982

Northeastern University, Boston, MA

Professional Affiliations

IEEE

IEEE Computer Society

ACM

Order of the Engineer