

J. R. (Ralf) Lenz

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SUMMARY

I am a top-tier systems, network, and security engineer with director-level experience, who delights in giving small and mid-market companies the technological capability and presence to outperform organizations many times their size.

WORK EXPERIENCE

Network & Systems Manager

Monster Group Employment Services, Ltd. | Bacolod, Negros Occidental, Philippines | November 2024 - December 2025

Technical manager for an established energy broker in the Australian market.

Skills: Network Architecture & Implementation (Juniper/Ubiquiti), Google Workspace Administration, Cloud-based VoIP Provisioning (8x8), Microsoft Server (On-premise AD), OS Imaging & Deployment (Windows 10 & 11), Cloud-based EDR Deployment (Bitdefender), Virtualization & Hypervisor Cluster Management (Proxmox VE)

Technical Consultant

Roundtree Global Enterprise, LLC. | Westcliffe, Colorado, USA | March 2024 - Present

Systems Engineer, Software Architect, and Instructor/Mentor for a startup specializing in data acquisition and telemetry using LoRaWAN technology.

Skills: Full Stack Development, Strategic Infrastructure Architecture, Project Management, Network Design (Juniper SRX/VyOS), LoRaWAN Hardware (Milesight, RAK Wireless, Dragino, Makerfabs), LoRaWAN Software (ChirpStack, MQTT, Custom Applications), Virtualization & Hypervisor Cluster Management (Proxmox VE)

Investor/Advisor

Kinays Convenience Store | Bago City, Negros Occidental, Philippines | September 2023 - December 2025

Principal seed investor in 24/7 convenience store in a farming-oriented, rural Philippine community.

Engineering Consultant

Nordklett, Inc. | Salt Lake City, Utah, USA | February 2023 - Present

Systems & Network Engineering consultant for a managed datacenter/hosting environment headquartered in Salt Lake City, Utah.

Skills: Full Stack Development, Strategic Infrastructure Architecture, Project Management, Cybersecurity, Network Engineering (Juniper/Cisco/VyOS), Dynamic Routing (BGP4, OSPF, IS-IS), Virtualization & Hypervisor Cluster Management (Proxmox VE)

Director of Engineering

15toKnow, LLC. | King of Prussia, Pennsylvania, USA | May 2020 - April 2021

Principal engineer and architect of HIPAA-compliant tech stack for an innovative pandemic-related startup provider of in-vehicle medical consultation and COVID-19 testing.

Skills: Juniper SRX, Mobile Broadband, Full-stack Web Development, PHP8, Laravel, TypeScript, JavaScript, DevOps (CI/CD), Systems Administration (Linux / FreeBSD), Systems Architecture, Risk

& Compliance, HIPAA, Payment Gateways (Stripe)

Director of Engineering

Fair Trade Outsourcing, Inc. | Wayne, Pennsylvania, USA | September 2018 - June 2022

Global technical executive manager and strategic technical architect for a mid-market BPO headquartered in Philadelphia, with fulfillment centers in multiple cities in the Philippines, Ghana, and Mexico. Oversaw growth from single-center operation (Iloilo, PH) to 8 geographically-divergent centers at the time of my departure, in addition to three datacenters (Los Angeles, Chicago, Amsterdam).

Skills: Management (Executive), Strategic Infrastructure Architecture, Budgeting & Allocation, Remote Team Management, Project Management, Risk & Governance, Networking Hardware & Configuration (Juniper, Cisco, HPE), Dynamic Routing (BGP4, OSPF, IS-IS), Microsoft 365 Administration (Sharepoint/Intune/MDM), Active Directory (Hybrid Azure/On-premises), Group Policy Management, DHCP, DNS, L1/L2/L3 Technical Support

Senior Systems Engineer / Senior Developer

VPLS, Inc. | Orange, California, USA | June 2008 - January 2016

Dual role as a Senior Systems Engineer and Senior Web Applications Developer for a mid-sized datacenter / colocation facility (since absorbed by Evocative, post-separation).

Skills: L3 Technical Support, Infrastructure Engineering, VMware (ESXi/vSphere), Ubersmith DE (Billing Integration), PHP, MySQL (Percona XtraDB Cluster), MVC Development, Systems Administration (FreeBSD, Linux), DevOps (CI/CD), Atlassian Suite

IT & Tech Contractor

Independent Consultant | Green Bay & San Francisco Metro Areas | October 2002 - June 2008

Provided a wide variety of technical services to hundreds of clients in the SF Bay and Green Bay, WI metropolitan areas, and around the world.

Skills: Sales, Customer Support (All levels), Systems Engineering, Network Engineering, Full-stack Development, Infrastructure Engineering, Audio/Video Systems Integration, Structured Cabling, E-Commerce Consultation

Purchasing Supervisor

Fry's Electronics, Inc. | San Jose, California, USA | June 2001 - October 2002

Oversaw telecom/appliance purchasing for Fry's retail locations and e-commerce site (outpost.com/frys.com).

Skills: Sales, Procurement & Contract Negotiation, E-Commerce Sales & Marketing, Print Advertisement, District-level Management, Customer Service

Infrastructure Developer

Netscape Communications Corp. | Mountain View, California, USA | November 2000 - May 2001

Developed & maintained chat systems for learning/training facilities used by the Sun/Netscape iPlanet alliance.

Skills: Solaris Administration, Windows NT4 Administration, Web Server Administration (iPlanet Application Server), Perl, Java, TCP/IP Development

Director of Web Development

KGM Web Design & Development, LLC. | De Pere, Wisconsin, USA | October 1998 - August 2000

Lead designer & system administrator for small-scale IT service provider.

Skills: Systems Administration, Web Server Administration, Windows NT4/2000, Linux Administration, Perl, JavaScript, HTML/CSS, Sales & Customer Service

EDUCATION

West De Pere High School

August 1992 - June 1996

Strong performer in AP-heavy class load | Member of WI State Champion Math Team | Earned full scholarship to Notre Dame | Simultaneously supported campus IBM/ICLAS (Novell NetWare 3.11) network while attending school