

# Human Resources

Area	Name	Background
<b>Management Staff</b>  Management provide guidance and support for the deployment and operation of the registry.	<b>Norm Ritchie</b>	Norm Ritchie, Registry Business Consultant at ISC, served as the Chief Information Officer of CIRA. Norm's responsibility included planning, developing and maintainance of all the technology, networking, security and computer operations in support of the dot-CA TLD. Prior to CIRA, Norm served as Vice President of Development at the registrar, Momentous Corporation. Previously, Norm held a number of positions at Nortel Networks in the areas of broadband networks and digital switching. Norm is a respected and active participant at ICANN and was selected as a Trusted Community Representative for the Root Zone signing process.
	<b>Francisco Obispo</b>	Francisco Obispo, Director of Services at ISC, is a renowned Internet Technologies specialist. His expertise lies in systems engineering and software development, with emphasis on management of Internet resources, infrastructure, and advanced networks. Prior to ISC, Francisco served as the Chief Officer for the dot-VE registry where he deployed of an open source registry system and automated the registry management processes. Francisco also deployed the first IPv6 network in Venezuela, REACCIUN, and reconfigured the Venezuelan Advanced Network (REACCIUN2) to use a full BGP routing model, enabling transparent use of the dedicated network links to deploy advanced services, multicast, grid computing, and allowing national organizations to share knowledge with members of RedCLARA, Internet2, and Geánt. Francisco has served in internet policy development organizations, such as ICANN, LACTLD, LACNIC, and CLARA.
	<b>Jim Martin</b>	Jim Martin, Director of Operations at ISC, leads the team that operates F-Root, one of the largest DNS Root Server instances. He also leads the Internet Engineering Task Force (IETF) NOC team, building the networks that support the technical standards body for the Internet. Jim has co-authored several IETF standards in the areas of IPv6, IP Multicast, and Time. His previous professional roles include the Lead Engineer for Interop, Research Scientist at Nortel, and IP Architect at Woven Systems.
	<b>Keith Mitchell</b>	Keith Mitchell, VP of Systems Engineering at ISC, has responsibility for ISC's network infrastructure and services operations including operation of ISC's F-root, DNS and hosting network infrastructure, and engineering research and development. Prior to this position at ISC, Keith was the President of OARC Inc., a nonprofit association for DNS operators. Before

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<p><b>Senior Engineers/Architects</b></p> <p>Registry Services Specialists are talented individuals with thorough knowledge on front-end operations (customer facing) such as Extensible Provisioning Protocol, Whois and Web services, as well as back-end systems, including database administration and reporting systems. To qualify for the position, individuals must prove at least five (5) years of critical services administration, system engineering, and database management. It is estimated that additional staff will be required to fulfill this role after two years of operations to keep up with the growth of the registry.</p>	<p><b>Luis Muñoz</b></p>	<p>Working as Applications Engineer at ISC, Luis has led in a variety of positions ranging from technical to senior management roles that has given him the understanding required to be effective at all organizational levels and business sectors. Prior to joining ISC, Luis was the owner and Director of ITVERX, contributor for the Spam and Open Relay Blocking System and Chief Information Security Officer of CANTV. Luis is actively involved with the deployment and democratization of Internet access, providing him with remarkable experience in implementation issues, operator politics and relationships with the regulator bodies.</p>
	<p><b>Peter Loshner</b></p>	<p>Peter Loshner is the Senior Operations Architect of ISC. Over the past decade he has led ISC in the design, implementation, and operation of servers and services to support ISC's mission, such as F-Root and Secondary DNS service. Prior to joining ISC, Peter worked as a Systems Engineer with Nominum and as a Consultant for NASA Ames Research Center and has over 15 years of experience in system administration and engineering. Due to his extensive experience and knowledge in Secondary DNS service, Peter has presented talks in multiple events around the globe, and has helped in developing Internet policies relevant to DNS operations.</p>

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<p><b>Senior Network Engineer/Architect</b></p> <p>Senior Network Engineers implement and maintain the supporting network infrastructure for the registry. Expertise on traffic shaping, load balancing, network security protocols, and redundant networks are key for this role. To qualify for this position, individuals must prove extensive experience on managing high performance networks in distributed environments, using both IPv4 and IPv6. An additional engineer will be required after one (1) year of operations to share the load of operation and to provide long term sustainability to the network management.</p>	<p><b>Leo Bicknell</b></p>	<p>Leo Bicknell is the Senior Network Architect of ISC. He is responsible for the deployment, architecture, and operations of ISC's network assets. In addition, he is advises the development team on the operational uses of ISC software. Prior to ISC, Leo worked for ARIN as an Advisory Council Member for over 5 years, and has over 20 years of experience in the field of Networking. His previous positions include Director of Backbone Engineering at AboveNet, Senior Network Engineer for Dimension Enterprises, and Senior Network Architect for Harrah's Entertainment.</p>

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<b>Technical Support Specialists</b>  To help registrars engage in operations in a fast and reliable way, the registry operations center, will initially allocate two (2) part time individuals to the technical support team. The team will provide registrar support and security incident handling.	Cathy Almond	Cathy Almond is the Senior Support Engineer at ISC, supporting users of ISC software and services and directing the activities of ISC's support group. Prior to ISC, Cathy worked with HP for over 20 years, delivering expert level technical support, release planning and providing seamless support experience for the customer. She has also worked as a Senior Programmer and Analyst for International Wool Secretariat. Cathy holds a Masters Degree in Mathematics from University of Oxford and resides in the UK.
<b>Program Manager</b>  Registry Services Program Manager is a business facilitator who enables tracking of business activities and resources, so that milestones can be effectively achieved	Adib Behjat	Adib currently serves as Services Manager and Entrepreneur in Residence of Internet Systems Consortium. Adib is responsible for managing and directing the marketing, public relations, and business operations of ISC's services and products. He brings forward experiences from multiple industries. Prior to joining ISC, Adib served as a Business Development Analyst with UltraMed (Pharmaceutical Agency), Online Content Analyst with <a href="https://www.reputation.com">Reputation.com</a> (Online Privacy Service), and as an Associate Program Manager for the Model S in Tesla Motors (Automotive industry). He earned his Bachelor's Degree in Industrial Engineering from Cal Poly - San Luis Obispo.