

Faulkner Author Biographies

Gerald Arcuri is a principal of SKYMEADOW Communications (Benton, PA), a consulting firm specializing in market research, competitive analysis, and marketing communications for the computer/communications industry.

Damon Arhos is a writer and consultant who frequently contributes to print and online publications that explore technology industry issues and trends. A former Senior Editor at Hoover's Online, he also serves as a marketing and technical communications consultant for clients like Motorola, National Instruments, and Prodigy Communications.

James G. Barr is a leading business continuity analyst and business writer with more than 25 years' IT experience. A member of "Who's Who in Finance and Industry," Mr. Barr has designed, developed, and deployed business continuity plans for a number of Fortune 500 firms. He is the author of several books, including [How to Succeed in Business BY Really Trying](#), a member of Faulkner's Advisory Panel, and a managing editor for Faulkner's **Security Management Practices**.

Mark Beamen is a Senior Editor for Faulkner Information Services. He tracks and writes about issues within the wireless telecommunications marketplace, including voice communications, wireless data technologies, Bluetooth networking, and the wireless Internet. He also covers satellite service providers and VoIP market trends.

Ray Bernard is a security industry analyst and writer with more than 15 years experience. He is also principal consultant for Ray Bernard Consulting Services, a California-based security consultancy with extensive experience in both the physical and IT security realms, including airports and air cargo facilities. Mr. Bernard is certified as a Physical Security Professional by ASIS International.

Dean Calabrese is a Senior Project Consultant. He has previously served as the President of Spider Partners, VP of Application Development for CBS and International Creative Management, and CIO of CBS/Fox Video and Charmer Industries.

Gerry Christensen has more than 12 years of telecommunications industry and product management experience in the areas of signaling, intelligent networks, and mobile communications. His range of experience spans fixed and mobile network operators, service bureaus, and value-added application provider companies.

Richard Cini is a member of Faulkner's Advisory Panel. He has extensive IT implementation experience and develops both hardware and software solutions for corporate computing problems in a Windows environment, primarily using Visual Basic. Mr. Cini also has implementation experience with Windows 95, Windows NT, OS/2, and Linux.

Nick DeAngelo is an editor for Faulkner Information Services. He tracks and writes about market-leading Internet and data communications vendors and emerging technologies.

Brian J. Dooley is a member of Faulkner's Advisory Board. He has been tracking and writing about high-tech industries, including computing, data networking, and telecom industries, particularly International telecom, for the past 15 years.

Edward Doyle is an editor who specializes in technology and healthcare issues.

Russ Drumheller is Faulkner's Managing Editor and Senior Telecom Analyst. He has tracked and written about the telecommunications industry for 20 years as a consultant, editor, and author.

Daniel Figueiredo is an editor in the Systems and Software group at Faulkner Information Services. He tracks and writes about consulting companies, and software products and vendors, including CRM, SCM, ECM, and development software.

Bob Foose is a technical writer and researcher with more than 15 years experience in the high technology industry. He has extensive experience writing hardware and software technical documentation, and has developed and implemented documentation standards for large corporations.

Jay Gitomer is an Internet strategy consultant. Formerly, she was the manager of corporate web development at USinternetworking and served on the marketing staff of Silicon Graphics, where she was responsible for creating an online presence for the Silicon Graphics Federal Marketing Division.

Jeff Green is a proposal coordinator for a global customer relationship management

provider and an independent telecommunications analyst. His areas of expertise include CRM and business process outsourcing, international communications marketplace trends, provider strategies, and regulatory developments.

Lauren Green writes for numerous online and print publications covering the IT and communications industries.

Lynn Greiner is Vice President, Technical Services for a division of a multi-national corporation, and also an award-winning computer industry journalist. She is a member of Faulkner's Advisor Panel.

Curt Harler is a well-known expert in telecommunications and data networking. He is the recipient of the 1996 International Communications Association Industry Achievement award for his years of networking/communications writing. Former editor-in-chief of Communications News, Mr. Harler has also written for such publications as America's Network, Byte, Consumer Goods Manufacturer, Communications International, Inter@ctive Week, RIS News, and Wireless Review.

Fran Howarth is a partner with Hurwitz & Associates. A member of "Who's Who in e-Business" and a judge for the 2006 Code awards in security categories, Ms. Howarth has worked as a consultant and analyst for 20 years, including at the Aberdeen Group, KPMG Consulting, and the Economic Intelligence Unit. She is a frequent contributor to Faulkner's Security Management Practices, and may be reached via email: fhowarth@gmail.com.

Brady Hicks is an editor with Faulkner Information Services. He writes about storage, network and systems management, and computer and networking hardware.

Jennifer Strautman, is a longtime writer for high-tech audiences. In addition to writing and editing networking/communications special reports and consumer guides, she authored several specialized white papers during her tenure as a consultant with the Atlanta-based public affairs firm of Dowling, Langley & Associates. Ms. Strautman also covered business issues as a writer and editor for The Atlanta Business Chronicle, the Associated Press, and the State Taxation Institute.

Fran Howarth is an independent research analyst with more than fifteen years' experience. A member of "Who's Who in e-Business", Ms. Howarth has worked as a consultant and analyst for the Aberdeen Group, KPMG Consulting, and the Economist Intelligence Unit.

Lynne Jackson is a technology writer and analyst with more than 15 years of experience.

Sherry Kercher, a former Senior Editor for Faulkner Information Services, writes about key issues in data networking, telecom, and Internet-related developments.

Geoff Keston is a project manager for a leading technology consulting and services company. In this role, he has been responsible for the successful completion of enterprise software implementations, network upgrades, and telephony implementations for major retailers, financial firms, and public institutions. Geoff also writes extensively on issues relating to software, data networking, and e-commerce, as well as on the cultural, economic, and political issues raised by technology. He is a Microsoft Certified Systems Engineer and a Certified Novell Administrator.

David Klein is a professional technical and marketing communications writer. He was worked in high-tech industries for the past nine years.

Ryan Lawler is a technical writer and researcher whose work focuses on operating systems, application development, and Web standards.

Jerri L. Ledford is an independent consultant and has worked in the high tech industry for the past eight years. She has written for ASPNews.com, Network World, Outsourcing Journal, and Technology Decisions Magazine.

William J. Lewis is an Associate Director in the Analytic Business Solutions practice of Cambridge Technology Partners. He has more than 20 years' experience in information technology, with a primary focus in the disciplines of database, data administration, and data modeling. Mr. Lewis has contributed articles to Database Programming & Design, The Data Administration Newsletter, DM Direct, IDUG Solutions Journal, and Intelligent Enterprise.

James P. Litchko is a senior information systems security specialist with over 25 years experience assessing and developing IS security. He has held senior executive positions with several Internet security companies and spent 25 years as a senior cryptologist with the NSA. Mr. Litchko is also an adjunct professor at Johns Hopkins

University and has a Masters degree in IS from Johns Hopkins and a BS in IT from Ohio University. He currently provides management, business development, and strategic planning support for security start-up companies. Mr. Litchko is also the author of *KNOW Your Life* and *KNOW IT Security*, and co-author of *KNOW Cyber Risk*, scheduled to be released in the summer of 2004.

W. E. Lutz is President and CEO of WEL Associates, specializing in computer mapping, wireless consulting services, and governmental procurement.

Joe McKendrick is a research consultant and author specializing in information technology and management trends. He has written about IT management for Enterprise Systems, Database Trends & Applications, and ENT Online.

Dan Matthews is the owner of Pacific Scanning Technologies, which develops software for document conversion, digital document management, and insurance claim management, primarily targeting the healthcare industry.

Iain Middleton is a researcher and developer of information services for business and education, based at the Robert Gordon University in Aberdeen, Scotland. He has done extensive research into help desks and user support since 1994, publishing the widely regarded "Key Factors in Help Desk Success" report in 1996, and contributing to scholarly journals and conferences on the subject. He also has been involved regularly in projects and workshops on Web management and strategy.

Maria D. Montana is an independent consultant specializing in Computer Validation and Quality Assurance. She has more than 24 years of Information Technology experience with a concentration in the Pharmaceutical Industry. Ms. Montana's areas of expertise include the application of IT solutions in the US Federal Government.

Nathan J. Muller is an independent networking and Internet consultant. With more than 30 years experience in the communications industry, he is the author of numerous articles and books on technology. Mr. Muller has an extensive knowledge of voice and data networking as well as experience with all aspects of establishing and maintaining an Internet presence for business.

Kelly Nabozny is an independent consultant with more than 15 years experience in IT and IT-related industries. She specializes in the creation and integration of business, system, and project management processes and the application of IT solutions. Ms. Nabozny has an M.B.A. and M.S. in Systems Engineering from the University of Michigan.

Kiri Nesbitt is a Toronto-based consultant. She has worked on Client/Server Document Management Systems for financial institutions in North America, the United Kingdom, and Japan.

Peggy Newfield is a technical writer in the New York metropolitan area. Her clients include major Wall Street financial firms, several large pharmaceutical houses, and numerous software houses. Ms. Newfield has documented systems from mainframe to Web services and worked as a writer, editor, and analyst for the software industry.

Nancy Nicolaisen is an author, researcher, and former Computer Science Professor. Her latest book, *Making Win32 Applications Mobile: Porting to Windows CE*, was published in 2002 by John Wiley and Sons.

Sharon T. Nutter is a freelance researcher and analyst based in Easton, MD. In addition to profiling numerous US and international computer and communications firms, Ms. Nutter has covered a variety of topics including computer systems, software, the Internet, and the technology market.

Nils Odhner is a freelance IT writer, editor, and documentation specialist. He is a former senior editor at Faulkner and editor of CSO Digest, as well as a former columnist for .NET Magazine's Security Strategies column. His areas of IT specialization include information security, disaster recovery, data storage solutions and strategies, Wi-Fi, Internet infrastructure, and software development.

Cristopher O'Kennon spent eight years as the Commonwealth of Virginia's expert in Web Usability and related technology. As the driving force behind the Virginia.gov portal, the Commonwealth won multiple awards for the site and other online services. He has been a freelance writer since 1991 with publications such as Government Technology.

Lawrence Olson is a strategic product marketing management, communications, and research consultant who conducts and publishes both primary and secondary market research about the IT industry.

Ian Palmer is a telecom consultant based in Toronto, Canada. For the past five years, he has advised business managers on issues pertaining to telecommunications, technology integration, and general business issues.

Michael Podsedly is an independent consultant in the areas of forecasting and business intelligence with more than 30 years' experience in the telecommunications industry. He has presented papers at National Forecasting Conferences and has taught undergraduate courses in economics and management.

Betsy Sagey is a graduate of the Massachusetts Institute of Technology with a Ph.D. in linguistics. She is an independent writer and editor with experience in academic, technical, and market ing writing.

Ben Shapiro is the president of ObjectArts, a New York City-based consulting company and a member of Faulkner's Advisory Panel. Mr. Shapiro is a contributing author to the [Apache Cocoon Developer's Handbook](#), published by SAMS and a co-author of [Oracle 10g Developer](#) published by Wrox. ObjectArts has worked with many large companies to develop XML-based publishing tools and web-based applications. Mr. Shapiro is an open-source software advocate, and ObjectArts leverages open-source software whenever possible to design and implement cost-effective solutions to technology challenges.

Rochelle Shaw is a freelance author who has been tracking high-technology for more than 20 years as a writer, editor, and industry analyst.

Kathleen McGinn Spring is a former editor of the Princeton Business Journal and currently concentrates on business writing. Her work has appeared in a number of publications including Business News New Jersey, New Jersey Reporter, U.S. 1, Modern Maturity America, Law Practice Management, Managing Your Career, and Aquent. Until recently, Ms. Spring was editor of the Princeton Business Journal.

Karen M. Spring tracks high-tech industries as an independent consultant. She has written extensively on network security, ERP, CRM, network management, and online search engines. She was a marketing specialist for two computer distributors, working closely with such clients as 3Com, IBM, Okidata, Unisys, and Acer.

Cynthia Traeger is President & CEO of VSI, a technology solution provider, which provides business intelligence and analytical software solutions to the federal government, Fortune, and Global 1000 businesses. She speaks and writes frequently about a variety of strategic business technology issues including critical information exposure risk management and emerging technology integration. Ms. Traeger is a member of Faulkner's Advisory Panel.

Adam Turoff is an independent consultant based in the Washington, DC, area. He has been using Linux and Open Source software for more than seven years and is active in many open source development projects.

Paul Ulasien is a member of the MPLS-Frame Relay Alliance and ATM Forum, and a seasoned IT/Networking professional with more than 17 years' experience in telecommunications, consulting, IT management, and teaching - as a undergraduate and graduate instructor in IT and Networking technologies.

Sheree Van Vreede is an independent consultant who has worked with the IEEE in the fields of telecommunications, information technology, and various scientific- and engineering-related issues. She works with the IEEE Standards as well, helping to publish guidelines for technological processes.

Jennifer Walsh is the content producer for a business news Web site in the greater New York area. She covers business management issues ranging from technology and law to marketing and human resources.

Natalie Walker Whitlock is a writer and consultant specializing in the high-tech industry. She has written more than 700 articles for companies and publications such as IBM, Intel, Hewlett-Packard, Deloitte & Touche, PC World, Smart Computing, Office.com, Knowledge Management Magazine, The Cisco Small/Medium Business Center, and CBS MarketWatch.

Leslie C. Wood is a freelance technology and business writer. She specializes in white papers, case studies, articles, user guides, training manuals, online help, educational courses, and software documentation.