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Summary

A Senior IT Team Manager accomplished in identifying talent, developing teams, growing and retaining personnel and mentoring other leaders in the organization. Experienced in delivering highly available Linux, Web and Windows infrastructure to the enterprise. Proficient in managing incident response and other ITIL processes including service management and capacity management. Adept at leveraging operational resources to achieve business goals.

Areas of Effectiveness

- Developing Teams
- Growing Leadership
- Process Design
- Mentoring Leaders
- Incident Response
- Coordinating with Senior Management
- Organization
- Implementing Projects
- Service and Capacity Management

Career Progression

nsNomads, Cleveland, Ohio

2010 – current

Founder

Identified and developed business opportunity to provide temporary or periodic office space and services to technologists and small technology companies on Cleveland's east side.

- Formed company's business plan, incorporating capital spend-down and profitability estimates.
- Leveraged FOSS tools to develop marketing plans, outreach opportunities and company website.
- Evaluated real estate opportunities against business plan criteria and regional demographics.

Platforms: Server hosting, PHP, WordPress, SEO, Analytics, LAMP

KeyCorp, Cleveland, Ohio

1997 – 2010

IT Team Manager – Windows Systems Engineering (2008 – 2010)

Project: Manage Server Hardware Purchases

- Coordinated \$2 million server hardware budget
- Delivered cost savings of approximately \$250,000
- Reduced datacenter server sprawl

Project: Datacenter Move

- Led an advanced group of Windows Engineers to most effectively leverage tools and skills
- 1,700-server move (virtual and physical) over multiple stages
- No impact to clients or line of business

Platforms: Windows 2000 Server, Windows Server 2003 R2, Platespin, VMware ESX, EMC SAN

Project: Retirement of Windows 2000 Server

- Using CMDB, Active Directory and Asset Management, developed authoritative server population
- Refreshed server ownership information into authoritative repositories
- Drove server retirement through move to new server and OS or outright decommission

Platforms: Windows 2000 Server, VMware ESX, EMC SAN

Project: Stabilize Citrix Environments

- Environment supported 175 user applications in 80 application groups
- Improved operational service levels for critical external business functions and internal utilities
- Reduced incidents from 1.5 per week to just 2 incidents in six months

Platforms: Citrix XenApp (Presentation Server), Netscaler

Process Owner & Manager – Server Delivery (2007 – 2008)

Project: Server Delivery Process Simplification

Reduced the time required to provide server computing resources to internal clients; improved line of business time-to-market for new products and features.

- Refined the server delivery process to bring consistency and increase transparency to the build and delivery phases.
- Simplified process utilizes 2 internal systems (down from 9 systems).
- Servers are now delivered in 2 weeks, on average (down from 16 weeks).
- Collaborated across groups to meet the requirements of multiple governing bodies.
- Fostered trust and cooperation among the 30 process stakeholders while streamlining steps and improving process efficiency.

IT Team Manager – Web Systems Operations (2004 – 2007)

Project: CMDB Development

- Developed relationship mapping and inter-system configuration tracking for highly-redundant, fault-tolerant web application farm and security proxy infrastructure.
- Improved partnering with application development teams to increase the reliability and supportability of the infrastructure platforms supporting their apps.
- Insight provided by the CMDB enabled increased stability of KeyCorp's 250 web applications.

Platforms: IBM WebSphere and Tivoli Access Manager running on AIX, Linux and Solaris.

Project: Leadership Development

Wrote and delivered a leadership development course focused on understanding and navigating the stages of team development and improving the process of team maturation.

IT Team Manager – Unix Systems Operations (2000 – 2004)

Managed a team of Unix Administrators supporting KeyCorp's production infrastructure of Linux, AIX, Solaris and HP-UX servers. Responsible for hiring, staff development and talent retention.

- Focused on and achieved goals to drive down outages and improve time to repair.
- Coordinated team's involvement in multiple disaster recovery exercises to improve response times and reduce effort to recover.

Administered and managed KeyCorp's Unix server infrastructure, specializing in HP-UX and AIX.

- Pioneered targeted hardware-based monitoring scripts.
- Developed web-based front-end to provide insight into and consistent management of the HP Dazel infrastructure.

Systems Architect (1997 – 2000)

Systems Architect for KeyCorp's Peoplesoft installation, responsible for capacity planning and performance, system integration, software/client deployment and day-to-day problem resolution.

Uniscan, Inc., Cleveland, Ohio

1995 – 1997

Senior Consultant

Provided consulting, development and integration services for the Interleaf suite of products.

Developed an application to convert Interleaf to Adobe Acrobat while retaining working hyperlinks.

Interleaf, Inc., Chicago, Illinois

1992 – 1995

Staff Consultant

Provided document management expertise, consulting and application development to Fortune 500 aviation, pharmaceutical and manufacturing companies.

Education

BA, *Austin College*, Sherman, Texas (Computer Science & Spanish)

Professional Memberships

- itSMF Greater Cleveland LIG
- System Administrators Guild (<http://sage.org>)
- USENIX (<http://usenix.org>)

Honors and Awards

- Eagle Scout
- ITIL Foundation Certificate in ITSM, 2008 (v3)
- Presented at 2008 ICCM conference