

Summary

Enthusiastic IT Leader with more than 27 years of experience in the Information Technology field and over 20 years' experience managing diverse sets of IT technologies and systems management disciplines. Demonstrated ability to establish and develop effective technical groups and programs in a 24x7 mission critical financial industry. I am experienced in budget administration, resource planning, and ITIL Service Management. I have over 10 years of previous hands-on experience in all aspects of software development life cycle. Outstanding leadership, presentation, and communication skills.

Professional Experience

DTCC (Formerly Omgeo) – Boston, MA (September 2013 – Present)**Director – Network Observability (September 2023 – Present)**

- This is a new position in the company with a primary focus on increasing Observability of all aspects of the Network.
- Using tools from NetBrain, ThousandEyes, RiverBed, Gigamon, OpenText and Broadcom, our team is working to drive event correlations and predictive analytics to create Proactive corrective actions to avoid customer disruptions.
- Developing processes and automation to dynamically Discover Application dependencies through Open Telemetry enhancing dependency management and service impact analysis at the network level.

Director – Private Cloud Transformative Services (August 2020 – September 2023)

- This was a new position in the company with a primary focus on expanding capabilities for Private Cloud Services and leadership in Significant infrastructure project implementation.
- Additional Responsibilities include executing large projects including data center consolidation for two global data centers into the United States and the creation of two Data Bunkers to provide resiliency for the financial industry.
- Support the build out of a Resiliency Infrastructure Lab to support continued innovation in Resiliency, Disaster Recovery Preparedness, and dynamic application rotations.
- Development of a Cost Transparency model of all services provided in the Private Cloud environment and establish a charge back system of \$100M in infrastructure assets with collaboration from IT Finance.

Director – Storage and Virtualization (December 2018 – August 2020)

- Director with 2 managers and 14 Engineers globally supporting all Engineering tasks in the space of VMWare, Nutanix, VCE vBlock Cisco MDS/UCS, FlexPods Brocade, EMC and NetApp.
- Responsibilities include:
 - Technology Refresh of VMAX and NetApp Storage Arrays with 8PB of storage.
 - Level 3 Support of 1200 ESX hosts and 11,000 Virtual Machines and VDI instances.
 - Primary Lead on audits surrounding Storage and Virtualization for internal and external audit requirements for the financial institution.

- Conduct Monthly Capacity Management review with customers on both Shared and Dedicated hardware stacks.
- Security Baseline definitions and compliance reporting for all Virtualization and Storage technologies to Multiple Regulatory Committees.
- Manage Level 3 staff in the design and execution of Disaster Recovery capabilities using VMWare SRM and multiple Storage replication technologies for 10 DR's a year.

Associate Director – Distributed Hosting Engineering (Dec 2017 – Dec 2018)

- Director with 2 managers and 11 Engineers supporting all Engineering tasks in the space of Linux, Solaris, VMWare, Brocade, EMC and NetApp.
- Led numerous projects and developed numerous technical solutions, including:
 - Technology Refresh of VMAX Storage Arrays
 - Retirement of Oracle Virtual Networking (Xsigo).
 - Expansion of Hyper-Converged Systems in strategic areas of the business.

Infrastructure Manager – Distributed Hosting Solution Design (March 2017 – Dec 2017)

- Representing Distributed Hosting Services on a multi-year cloud transformation project from On Premise to Amazon Web Services.
- Designing Infrastructure processes and procedures for infrastructure components within AWS including AMI management for the CI/CD pipeline and Backup Strategies.
- Establishing procedures and baselines to compute and storage services to support the migration of up to 300 applications over the course of the next 5 years to AWS.
- Providing life cycle management direction for On-Premises systems to Hyper-converged products for On-Premise systems that will remain on premise for the next 5 years.

Infrastructure Manager – System Engineering Omgeo (September 2013 – March 2017)

- Responsible for Infrastructure including across 5 data centers throughout the US:
 - Servers – Physical (Solaris and HP), Virtual (VMWare, Solaris, Linux, Windows)
 - Sun T4, T5 and HP DL 360, 380
 - Network – Switches & Routers (Cisco), Firewalls (Checkpoint), Load balancers (Radware), DNS (InfoBlox), Oracle Virtual Network (Xsigo)
 - SAN – EMC (VMAX, Clariion, VNX), Oracle ZFS, Cisco MDS
 - HyperConverged - Nutanix
- Performed Performance Management for 11 Systems/Network/SAN engineers including reviews, recommended salaries, bonuses etc.
- Oversaw asset life cycle management and vendor renewals for infrastructure devices. Saved \$500k over the first two years since taking over the Oracle hardware support contract.
- Effectively managed Infrastructure Releases via Change Control Management including scheduling patches for Servers, changes to system configurations in response to capacity management, and the building out of new data centers.
- Developed many Standard Operating Procedures to streamline routine Infrastructure Changes.
- Provided incident management and ensure proper escalation for Production issues.
- Completed and remediated audits in the space of SAN, Systems, Network for both internal audits and regulated financial audits.

- Developed multiple procedural and control documents to support multiple Disaster Recovery exercises including bi-annual in region and out of region DR tests.
- Member of the Omgeo Tools committee reviewing DevOps opportunities and tools like Chef and Bladelogic to improve on the Build processes and adherence to stronger configuration management practices.

Digitas – Boston, MA (October 2012 – August 2013)

Associate Director, Technology Operations

- Managed on shore and offshore staff (Costa Rica) in the day-to-day management of 24x7x365 Tier I and Tier II support of multiple Fortune 500 companies web sites.
- Established ITIL best practices for Incident, Change and Release management.
- Enhanced documentation standards and collaboration using existing Altassian Jira/Confluence tools.
- Developed strong working relationships with Rackspace Hosting Service Provider for both public/hybrid/private cloud environments.
- Improved configuration management practices and standardization of Puppet and Chef Configuration management services on all SDLC server infrastructure.
- Consulted various units within Digitas on improvement opportunities on Release Management with client sponsored production environments.
- Provided management and leadership for production operations system engineers supporting Red Hat Linux, Apache/Tomcat, IIS, Windows, Oracle, SQL Server, MongoDB, Puppet/Chef Configuration Management and Content Delivery Network solutions.

Colorado Springs Utilities (July 1999 – September 2012)

Enterprise Server Administration Supervisor (May 2011 – September 2012)

- Managed 14 direct staff in technical support, Change and Release Management, Unix/VMWare/Windows Administration and Database Operations. My staff support three 24x7 standby shifts covering all Enterprise System Administration activities.
- Provide management and leadership of teams responsible for the operations and maintenance of infrastructure including HP EVAs, EMC VNX 5500, Brocade Switches, Sun T/M series servers, Shavlik (VMWare) patch management, Active Directory, HP ProLiant DL/Blade c7000's, and ESXi environment spanning 350 production servers/650 total servers.
- Managed day to day operations of database administration team on security, configuration, patching, disaster recovery, and performance for Microsoft SQL Server and Oracle.
- Coordinated disaster recovery exercises of business continuity plans and tests using Symantec NetBackup, EMC Data Domain and StorageTek/Quantum Tape Systems.
- Manage a yearly budget of \$4M covering CAPEX and OPEX projects.
- Successfully lead the migration of Novell Netware to Windows Server Core for corporate file sharing platform.
- Realized over \$150,000 in additional Oracle licensing capacity through careful lifecycle replacements of UNIX servers using the Oracle core factor conversions on Pro-Active Lifecycle Management

ITSM Program (July 2009 – September 2012)

- ITIL Configuration Manager of the www.ServiceNow.com portal with over 10,500 CI's.

- Created process documents to ensure the Service Asset and Configuration Management (SACM) database is maintained with a high level of data quality for hardware, software, CI relationships, and contract CI's valued at over \$40 million.
- Contributed to the creation of Quarterly Release/Maintenance windows for the entire IT department for significant releases and infrastructure changes.

Application Development Supervisor (July 2004 – May 2011)

- Managed 13 applications developers who served our customers using ESRI GIS, AutoCAD, LIMS, OSISoft PI, and Document Management technology.
- Improved customer support levels, including the implementation of a 24x7 support rotation, while decreasing staff by 15%.
- Managed a yearly budget of \$2M+ with less than 1% variance.
- Performed Software License Audits resulting in a decrease of licensing needs on multiple products. Reduced software maintenance fees by over 15% with some vendors.
- Successfully standardized the support of all OSISoft PI servers within CSU including software version, backup policy, user provisioning and disaster recovery procedures.
- Project Manager for ArcGIS 9.2 to ArcGIS 9.3.1 upgrade serving over 150 desktop customers and a GIS based website serving 1800 customers.

GIS/Senior GIS Programmer Analyst (July 1999 – July 2004)

City of Colorado Springs (July 1997 – July 1999) GIS Technician/GIS Analyst

Professional Training and Certificates

C++ Programming Certificate • Oracle Performance SQL Tuning • Customizing ArcFM Tools • Advanced Programming with ArcObjects • Programming ASP.NET with C# • Oracle Spatial Fundamentals • ITIL v2/v3 Foundations • ITIL v3 Release, Control and Validate • ScrumMaster Training • VMWare (vSphere 6.5 Fast Track, NSX-V) • AWS Certified Solution Architect Associate

Education

Bachelor of Science Urban Planning California State Polytechnic University at Pomona, CA
M.B.A. (Technology Management) University of Colorado at Colorado Springs, Colorado

Athletic Interests

SCUBA Diving:

- **PADI Advanced Open Water Certification with Nitrox**

Multi Day Hikes:

- **Ultra Trail Mont Blanc Hike, Chamonix, France 2025 (Planned)**

Running:

- **Hyannis Marathon 2017**
- **Boston Marathon 2018**
- **Jay Peak Ultra Trail 53.1K 2024 (Completed 30.5 Miles)**
- **Pineland Farms Maine Ultra Trail 100K 2025 (Planned)**

Triathlons:

Half Ironman Distance Races:

- Patriot - Freetown, MA 2017, 2018, 2019, 2021, 2022, 2024
- Old Orchard Beach, Maine 2019
- Atlantic City, NJ 2021
- Musselman Geneva, NY 2022
- Happy Valley, PA 2023

Full Ironman Distance Races:

- Mont Tremblant, Canada 2018 (Finisher)
- Chattanooga, TN 2019 (DNF)
- Lake Placid, NY 2021 (Finisher)
- Muncie, IN 2021 (Finisher)
- World Championship St. George, UT 2022 (Finisher)
- Lake Placid, NY 2022 (Finisher)
- Panama City Beach, FL 2023 (Finisher)
- Lake Placid, NY 2024 (Finisher)
- Panama City Beach, FL 2025 (Planned)