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Senior Infrastructure Architect with a great reputation for systems and network reliability, stability, and availability — maintained 99% system uptime and 0% catastrophic failures of any sort for years and years. Performs technology stewardship by continually assessing products, tools and upgrades that support scalability and corporate growth. Ensures security of a company's infrastructure by preventing hacking, virus attacks, and identifying and plugging other vulnerabilities. Reviews and makes recommendations for the purchase of tools and products that minimize security breaches.

- ✓ Independently uses rigorous logic and methods to solve difficult problems with effective solutions; looks beyond the obvious and doesn't stop with the first answers.
- ✓ Vigilant with security protocols and maintaining proper access rules.
- ✓ Approachable by staff and more than willing to jump in when necessary to support the team.

## Professional Experience

Healthcare Management Company

2007 – Present

### Senior Infrastructure Architect

Design, develop, and manage network and systems projects for infrastructure team; currently supporting 3 branch offices and a remote workforce of 200 + employees. Define the standards and infrastructure design that ensures the health of the infrastructure and the privacy of highly sensitive data, including the server farm, network, firewalls, and storage devices.

- Evaluate new products and tools to keep the infrastructure secure, manageable, and scalable.
- Comply with service level agreements and licensing upgrades.
- Document servers, procedures, and workflows to help team in managing resources.
- Adhere to HIPAA compliance imaging, encryption, and EDI capabilities.
- **Enterprise Assessment:** Evaluated the technology landscape and then led a lean journey to identify opportunities to guide the transformation of the entire IT organization. Started with the IT budget and proposed changes to eliminate duplicate, problematic, or wasteful technologies.
- **Professional Relationships:** Established close relationships with local technology service providers to fill resource gaps and enable the company to *do more with less* while staying focused on innovation and advanced capabilities.
- **Microsoft Cloud Stack (Office 365/Azure):**
  - Migrated to O365 to meet demands of a company experiencing substantial growth; eliminated performance and storage problems. Detected a very elusive error that was preventing mailbox migrations by systematically ruling out every possible cause.
  - Led a team of business stakeholders in designing a SharePoint Online Intranet site that improved communications and data sharing across the company. Managed the site build.
  - Utilized Azure Intune Autopilot for a zero-touch, self-service Windows deployment platform in the cloud without introducing any new costs. Automated endpoint *privilege management* and provided self-service capabilities to staff for application installations and approved workflows.
- **Fast and Reliable Backups:** Designed, tested, and implemented Systems Center Data Protection Manager (DPM) to ensure reliable backup with a quick recovery time for Exchange, File, SQL and Hyper-V. Reduced back-up time by 50%.

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- **Enterprise Deployments:** Completed enormously successful Enterprise Deployments. Initiated and took leadership role in 1<sup>st</sup> enterprise deployment of Remote Desktop Services. Trained IT Staff to manage services that are now critical to daily operations.
    - Designed and implemented Active Directory upgrade enterprise wide.
    - Built a mobile lab to rigorously test before deployment.
    - Self-learned Active Directory recovery, DNS, and Active Directory replication to deliver a truly seamless cut-over.
  - **A Secure Web Portal:** Met incredibly tight 3 week “go live” deadline for a web portal system that allowed customers to access reports and flat files in a secure environment. Recognized by senior management for successfully pulling it off.
    - Configured protected network with IIS webservers and SQL server connectivity. Created an action plan for protocols, authentication, SSL certificates, and internal/external DNS.
    - Built network and servers before uploading initial website to UAT webserver.
    - Bought website hosting in-house to be able to continually make changes in “real time.”

**Early career as an Aircraft Mechanic (commercial and military):**

The qualities that made me successful include: precision, attention to detail, able to work under pressure, conduct rigorous testing, keep meticulous documentation, and possess a passion for excellence.