## SUMMARY

Infrastructure and Support Manager with charismatic leadership skills who leads technically complex projects while keeping technical skills sharp. Highly motivated professional with a passion for increasing the value and impact of technology in an organization by:

- Building processes and practices that make rapid deployment of very profitable I.T. solutions possible, using a very lean team in zero downtime environments.

- Leading within a culture that engages people's strengths on a daily basis. Takes pride in watching people learn and grow.

- Thriving in rapid-response environments that require expertise in resolving and preventing problems with mission-critical systems and technologies.

## PROFESSIONAL EXPERIENCE

Company Name, City, State                                                    2006 – Present

**Infrastructure Manager, 2015 – Present**
**Systems Engineer, 2006 – 2015**

For an I.T. solutions provider, led a lean 6-member team in managing infrastructure design, development, implementation, and support for call centers. Provide leadership to define and execute management and technology strategies, utilizing extensive systems management experience.

- Developed a deployment and support model that is a key revenue generator (professional services and software maintenance revenue) for the company. Created standards, processes, and practices for rapid deployment in stressful, high-availability environments.

- Built a support organization from the ground up that was responsible for installing, configuring, and supporting cloud-based call center solutions, such as Salesforce's Service Cloud for Call Centers. Delivered benefits that included a Customer Engagement Center and the ability to track entitlements and service contracts, among other features.

**Client Projects**

Led successful deployments of communication solutions to multisite call centers with a large-scale agent base. Clients included companies in the finance, health care, insurance, and oil industries.

- Built a highly productive team that was committed to corporate objectives and possessed a sense of team unity.

- For each client, worked with the customer's I.T. team to build out the infrastructure.
  - Educated the team on efforts required, covering subjects, such as proper server configuration and network, database, email system, and local workstation readiness.
  - Supervised an engineer who installed and configured system, ensuring SOP was followed for systems installation and team was meeting deadlines set by project management.

- Deployed systems with automated Interactive Voice Response (IVR) and call center functions with all-in-one IVR. Call traffic exceeded 8 million calls annually.

- Sharpened technical skills by resolving significant technical challenges during a version migration of existing call center servers for a very large North American call center hub. Call center was a 24-hour operation with little to no tolerance for downtime. Met an extremely tight deadline.

- Worked hands-on in a customer-facing role to install and configure telephony grade servers for a full turnkey service center with a large technically advanced call center.

- Provided leadership and technical expertise for a highly successful physical move, as well as a systems

migration for a 400-user call center to a brand-new location.

- o Took the lead in planning an execution timeline and all the requisite critical tasks to ensure no downtime. Provided full accountability for planning, testing, hardware procurement, and client communications.

**Internal Projects**

- Applied a commonsense approach to problem solving to redesign an after-hours support model with direct, individual accountability and an engineer rotation schedule. The solution produced positive reviews by support staff, as well as more responsive customer service.

- Increased billable hours 30%+ by expanding infrastructure team responsibilities and capabilities to create more "billable" bandwidth for developers. Cross-trained infrastructure engineers with development skills to become more self-sufficient and resolve complicated tickets previously handled by development.

- Led the planning and project execution to modernize the infrastructure, as well as technical management practices.
  - o Managed project teams and worked hands-on to design and deploy solutions to enable the company to work 100% remotely in case of an emergency with no disruption in customer services.
  - o Designed a 100% business continuity plan for a colocation facility and leveraged as a disaster recovery site. Led the planning and systems migration in waves to ensure a seamless move of systems to the facility.

## EDUCATION

**Technical Management Certification Program, UCLA Extension, 2006**