

Dennis Jones

INFORMATION TECHNOLOGY DIRECTOR

- ⇒ Trusted technical and business contributor works closely with CIO on major strategic initiatives to drive technology changes forward for enterprise infrastructures that must remain adaptable and scalable.
- ⇒ Hands-on educator promotes continuous learning and business needs awareness for all development teams. Takes a comprehensive approach to training and mentoring team members.
- ⇒ Expertise in supporting and managing big-data environments with constantly increasing data volumes and velocity. Stays ahead of business trends through ongoing needs assessment and requirements gathering.

Professional Experience

XYZ Company

Feb 2011 – present

IT Director

Manage team (6 direct/indirect reports) supporting enterprise infrastructure and business applications for a professional services organization with 77 offices worldwide, 600 internal employees, and 2200 consultants. Develop and maintain SOX and internal audit policies for Network Security, Application Security Backup & Restore, and Disaster Preparedness.

Business Need: CIO initiative with upper management visibility—improve telecom service quality and provide a flexible phone system that can evolve with the business.

- ◆ Created a solid global network backbone to prepare for upgrade to VoIP telephone system. Planned and coordinated implementation of a new MPLS network, across 70 offices worldwide. Completed ~ 6 months ahead of schedule.
- ◆ Initiated development of a technology template to streamline Cisco router configurations and simplify rollback using non-technical staff in branch offices with minimal, external vendor assistance.
- ◆ Worked with VP of IT to negotiate a large contract to provide VoIP-based, SIP services to all remote offices, saving \$50,000 a month in telecom costs.

Business Need: Minimize business disruption and costs, during data center move to enable 24/7 applications availability for over 3000 international employees.

- ◆ Skillfully negotiated AT&T contract to provide capacity for future systems growth in enterprise server and networking equipment, with only a modest increase in costs; avoided 100% increase in monthly recurring costs originally required.
- ◆ Developed and executed a strategy to migrate equipment for business continuity with minimal disruptions.

Business Need: Enable file sharing, social networking, online publishing, and project collaboration for internal employees and consultants.

- ◆ Led a global team to design a SharePoint governance model that guided the development and use of the tool, including the definition of roles and responsibilities, and policies for content and usage.
- ◆ Delivered a “Resources Portal” that reaches all employees, and provides cross-functional collaboration and social capabilities enterprise wide.

Technical Need: Update an underperforming server environment, unable to support expected growth.

- ◆ Took initiative to address high performance and availability concerns through an enterprise-wide deployment of VMware vSphere, including SAN, networking, and server technologies.
- ◆ Completed a cost/benefit analysis that was approved by senior management.
- ◆ Today, over 90% of the RGP server environment is handled on high-performance, VMware servers consisting of 1TB of RAM and 10TB of disk space.

Technical Need: Increase the reliability of backups, at corporate data center and numerous branch offices with increased data volumes.