

PROVEN TECHNOLOGY LEADER & IT BRIDGE EXECUTIVE

Technology Innovation ▪ Data Security Compliance ▪ Datacenter Migration ▪ Process Optimization

- **PROFESSIONAL VALUE:** National program leadership employing diverse technologies within an IT driven corporation while managing customer oriented result driven service level agreements.
- **INDUSTRY EXPERIENCE:** Cross-industry ▪ Market Research ▪ Healthcare (HIPPA) ▪ Financial Services (ISO/IEC 27000 collection) ▪ Online Video Gaming ▪ University Instructional Services
- **TECHNOLOGY:** Emerging Technology Adoption ▪ Data Center Consolidation and Relocation ▪ Business Process and Technology Optimization ▪ Infrastructure Transformation
- **COMMITMENT:** “Delivering adapted IT solutions within the scope & scale of business initiatives.”

DEMONSTRATED INNOVATION

“A top-notch IT Professional who excels at managing the realm of Information Systems”

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| ■ IT Services Transformation & Change | ■ Global Service Availability | ■ IT Driven Business Focus |
| ■ Data Center Relocation/Hosting | ■ Strategy Dev w/ Emerging Technology | ■ Adaptive Compliance |
| ■ Identifying IT Resource Bottlenecks | ■ IT Services Due Diligence | ■ IT Mergers and solutioning |
| ■ Proactive Best Practices | ■ Team Lead and Mentor | ■ Green Technology Recycling |
| ■ IT Integration and Deployment | ■ Telephony Transit Data Conversion | |

HIGHLIGHTS OF PROFESSIONAL EXPERIENCE

- **BUSINESS DEVELOPMENT:** Lead national solution realization and support team for IT service transitions, and security compliance, quality assurance and risk management.
- **EMERGING TECH ADOPTION:** Introduced new technologies into business solution to build and exploit business requirements.
- **DATACENTER MIGRATION:** Directed strategic migration of entirety of service delivery hardware to Tier III datacenter within allotted downtime window.
- **IT SERVICES DELIVERY:** Implemented IT and business process services seamlessly and without negative impact to quality and stability of business operations
- **INFRASTRUCTURE TRANSFORMATION:** Architected migration path from home-grown server virtualization farm and DAS platform to Tier I virtualization solution and SAN providers.
- **TELEPHONIC METHODOLOGY CONVERSION:** Directed hybridization of disparate legacy TDM and emerging VoIP telephony platforms to leverage “best of both worlds” while sustaining maintainability and cutting OPEX in kind.
- **INTEGRATED FREELANCE DEVELOPERS:** Successfully sought out and integrated freelance 100% telecommute software developers as FT staff to augment existing internal development teams, bringing their unique full-stack perspectives into the fold.

EMPLOYMENT

- **Discovery Research Group: Director of Information Technology;** Directed the physical to virtual migration of 95% of collocated servers, including: databases, web application servers, terminal servers, and Dev Ops environment. Leveraged synergies in differing IT cultures while merging once independent infrastructures into a unified system. Facilitated numerous data security/ISO compliance audits and remediation efforts. Streamlined legacy IT processes to improve service availability and stability. Architected ad-hoc service delivery solutions to meet customer demands. – May 2011 to Current
- **PhoneBase Research: Director of Information Systems;** Managed CATI Programming department, was primary responsible person for customer deliverables and CATI Dev/Prod Ops. Same responsibilities as previous position. – ’06 to May 2011
- **PhoneBase Research: Manager of Information Systems;** Managed day-to-day IT operations of four facilities in three states – including but not limited to the following areas: Data Center Operations, WAN, LAN, RF, Security, System Administration, System Engineering, DBM, Service Delivery Management, Capacity, Performance, and Disaster Recovery. Implemented iterative IT upgrade initiative. Managed IT CAPEX. – ’04 to ’06
- **PhoneBase Research: CATI Programmer;** Responsible for the Computer Aided Telephone Interview portions of up to 32 concurrent market research projects. Served as ancillary network/systems administrator. Implemented a variety of best practices including network least privilege access. – ’01 to ’04

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PROFESSIONAL TRACK-RECORD

Discovery Research Group: discoveryresearchgroup.com

Director of Information Technology, May 2011 – Present

- ❖ Managed the day to day operational activity for operations, network (LAN, WAN, RF), desktop, service desk, system administration, Infrastructure architecture and technical support.
- ❖ Managed IT Infrastructure for single US based datacenter and 6 additional sites alongside Datacom needs for several international partnerships.
- ❖ Established and directed long-term strategic goals to accomplish business objectives
- ❖ Analyzed inter-departmental needs, planed for and executed new processes to better meet business objectives.
- ❖ Authored information security policies and procedures
- ❖ Architected and implemented data security compliance initiatives
- ❖ Architected isolated environment servers to meet governance requirements
- ❖ Facilitated multiple security audits
- ❖ Directed migration of in-house tier 1 datacenter to a tier 3 colocation provider
- ❖ Directed migration of 97% of mixed environment physical servers to VMware vSphere Virtual Infrastructure
- ❖ Transformed VPN services to encompass FIPS-197 compliant encryption
- ❖ Reduced facility telecom OPEX by as much as 52% by replacing multiple NxT1 facility uplinks with Ethernet over Fiber
- ❖ Managed replacement of legacy DS3 TDM long-distance termination contracts with multihomed SIP providers
- ❖ Managed the re-architecture and re-development of enterprise-wide VoIP platform
- ❖ Directed architecture and development of an extensible/scalable telecommunication monitoring system
- ❖ Directed architecture for Big Data social media aggregation and analytics system

PhoneBase Research, Inc.: merged with Discovery Research Group

Director, Information Systems, April 2006 – May 2011

- ❖ Managed long-term strategic goals to accomplish business objectives
- ❖ Authored information security policies and procedures
- ❖ Responsible for CapEx budget and asset acquisitions
- ❖ Negotiated telecommunications and internet data services contracts
- ❖ Responsible for data and telecom services for 4 facilities in 3 states, covering over 580 endpoints
- ❖ Facilitated client and end-client security audits
- ❖ Directed architecture and development of proprietary data translation applications
- ❖ Analyzed, optimized, redeployed complex systems
- ❖ Maintained, provided bug fixes for legacy repository of C++ applications
- ❖ Developed incremental hardware upgrade program for corporate staff
- ❖ Directed multiple facility forklift hardware replacements
- ❖ Directed contractors to architect,/develop custom call recording solution – saved \$80k over commercial appliance
- ❖ Directed replacement of vendor managed telecom Customer Premise Equipment with in-house managed equipment to skirt vendor lock-in and allow for seamless transition between SIP carriers at-will

Manager of Information Systems, December 2004 – April 2006

- ❖ Managed CAPEX and IT asset acquisitions
- ❖ Managed for networks, desktop, and servers across 4 facilities in 3 states, covering more than 200 users

