

William Mitchell

◆ Seasoned IT Operations Manager ◆

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Profile Summary

Analytical, goal-oriented IT Operations Manager with vast experience in infrastructure and service engineering design, implementation, and management. Proven track record of effectively managing constant business change, rapidly evolving requirements, adjustments in strategic direction, and emerging technologies. Strongly commended for leadership, decisiveness, and ability to establish and maintain a high-performing team through coaching and mentoring. Skilled communicator effective at distilling complex IT strategy into simple action points for all levels of an organization. Creative problem solver with superior capacity to find and operationalize solutions to complex technical issues.

Technical Skills

Microsoft Server, Client, SQL Server, Visual Studio, IIS, Source Safe, System Center, WSUS, Virtual Machine Management

Core Competencies

Deployment & Imaging	Communication Skills	Data Quality	End User Support
Script Testing & Debugging	Coaching & Mentoring	IT Service Operation	Access Control Policies
Automated Software Testing	Repair & Troubleshooting	Incident Management	DataCenter Management

Professional Experience

IT OPERATIONS MANAGER | Microsoft Redmond, Wa

September 1999 – March 2017

- Spearheaded all aspects of the software testing lab for IIS and .Net Framework including ownership of over 4K testing and infrastructure machines; ensured the reliability and security of business-critical systems
- Supervised 2 direct reports by establishing clear goals, monitoring performance, and providing timely feedback for continuous improvement; enhanced engagement, productivity, and performance at both individual and team levels
- Oversaw the Biztalk test team infrastructure transition from India to Redmond; audited software and hardware environments in India and recreated environment in Redmond with a mix of physical virtual and cloud-based systems; ascertained cohesive transfer of India team to Redmond
- Created and updated Public Web Platform Windows Server AWS EC2 images which were used by web developers globally.
- Spearheaded the migration of functional testing to Azure, providing secure, reliable, and efficient access to cloud-hosted data; ensured a seamless transition
- Grew test lab from 300 to 4K test clients; managed the availability, uptime, and deployment of all resources for the software test teams; monitored and troubleshooted issues with physical infrastructure servers, Hyper-V hosts, and 4K test clients; increased uptime for test clients by 20%
- Executed strategic budgeting for IT system procurement and supplier evaluation spend between \$200K to \$1.2M per fiscal year for upgrades, leading to expanded capacity
- Evaluated suppliers by establishing criteria that provided a frame of reference for assessing delivery times, production costs, and inventory levels capacities; created mutually beneficial supplier partnership
- Collaborated intensively with the software development team with patch testing on released software and bug fixes on daily builds of pre-release software; mitigated errors with system implementation

Education

Computer Science, University of Washington, Seattle, WA

Current Certifications & Licences

CompTIA Certification, CompTIA A+ | February 2020 – January 2021