**Resume of Cory Kemp**

**18908 73rd Ave NE**

**Kenmore, WA 98028**

**Cory.Kemp@Outlook.com**

**(253) 261-8283**

**WORK EXPERIENCE:**

**AIM Consulting Group (Deployed to Microsoft CO+I) April 2020 – Sept 2020**

**Project Manager/Process Analyst**

* Archer EGRC Admin/Support for the Microsoft Cloud and Infrastructure team’s compliance program
* Creation and updating of EGRC controls and teats manually and via import
* Updating of processes and building of Excel templates with macros and advanced formulas for EGRC data processing and report creation
* Support and training of EGRC users via email and online meetings
* Management of testing campaigns with reporting of results to executive teams

**Collabera (Deployed to Microsoft/Halo) Feb 5, 2020 – Feb 21, 2020**

**Datacenter/Lab support**

* Support of Halo datacenter/lab
* Deployment of servers and desktop systems
* Support and troubleshooting of server and desktop systems
* Deployment and cabling of network switches
* Imaging of servers and desktop systems

**Collabera (Deployed to Amazon.com) Kent, WA Feb. 2019 – July 2019**

**Network Infrastructure Deployment Technical Project Manager**

* Management of 40 + remote projects in multiple facilities in the EMEA region.
* Ordering of optics and switch gear for network pre-rack deployments.
* Working with onsite teams to resolve and mitigate issues as they arise.
* Reporting of project status to management for executive reviews.
* Responsible for Daily, weekly, monthly reporting of status of all ongoing UAT, and Production release projects.

**Microsoft - Redmond, WA Dec 2013 – June 2018**

**Project Manager/Site Operations Manager – Cloud Infrastructure and Operations**

* Management of the day to day operations of approx. 30 remote facilities in North America and US territories.
* Consumables ordering and PO management In My order
* Review of contracts for landlords available in Contract Hub
* Review and approval of invoices with MSInvoice/CIM
* Writing of landlord and vendor SOWs
* Deployed multiple pilot programs combining new user experience, data gathering / tracking automation, infrastructure asset command / control
* Landlord/Vendor relationship management of providers in multiple countries and territories.
* SOPTF (Standard Operating Procedure Task Force) lead – Managing the update and creation of the operating procedures for process and tooling used in Datacenter facilities and to engage with our vendors.
* Onboarding of new engineering groups and teams to the tools and procedures used to deploy and maintain circuits and HW in managed facilities.
* Deployment and management of Fedramp approved NW nodes and interconnect services. ITAR Certified
* Deployment and management of Network Gateways
* Compliance, Spares, HW Audits of managed facilities
* Working with other internal teams to improve process and procedure as well as external vendors to implement new technology and or processes.
* Training of new team members on tooling, process and vendor engagement.

**VMC (Contractor Microsoft V-) Redmond, WA**

**Remote Data Center Program Manager V-OM - Cloud Infrastructure and Operations January 2012 - Dec 2013**

* All below duties plus –
* Maintenance of ISO certification controls for managed sites via regular reporting and reviews with remote site landlords.
* Managing all escalations and remediation efforts for all overnight work activities including status reporting of implementation of software, hardware, and infrastructure project execution.
* Capacity management, power planning and financial management of remote sites.
* Purchasing of consumables and infrastructure HW for remote sites.

**Remote Data Center Technical Program Manager V-TPM - MCIO September 2009 – December 2011**

* Management of multiple install and decommission projects in numerous facilities in the US, Brazil and Mexico.
* Auditing of installed devices, spares and infrastructure to ensure tooling accuracy.
* Management of remote site landlord relationship to ensure that services detailed in the MCA/SOW are met.
* Management of onboarding of new sites into MS and team tools.
* Development and implementation of new and updated processes and procedures for remote sites.

**Excell Data Corp (Contractor Microsoft A-) Bellevue, WA April 2008 – April 2009**

**Data Center Support (Support Engineer II)**

* Imaging, trouble shooting and break fix of remote systems in datacenters located various states and countries.
* Use of various imaging solutions to deploy Windows and Linux images to remote systems.
* Facilitating the on time completion of large scale imaging and deployment projects.

**TECHNICAL SKILLS:**

* Project/Program Management
* Vendor/Resource Management
* Self-starter with the ability to prioritize work duties and resource allocation.
* OS EXPERIENCE: AS/400 (2 Yrs.), Windows Server (6 Yrs.), Windows 3.x - 10 (20+Yrs), Unix/Linux (4 Yrs.), Mac OS (12+ Yrs.).
* TROUBLESHOOTING: Experience installing and troubleshooting hardware, software and operating systems PCs running Microsoft Windows 3.x - 10 and Macintosh computers as well as experience with Windows Server OS ver. NT-2008.
* SOFTWARE: Software proficient in Microsoft Office, Photoshop, AutoCAD 3D, Microsoft Teams and various chat/conference/collaboration apps, IIS, Building and using VMWare machines.
* NETWORKS: Setup and troubleshooting of TCP/IP and PPP connection in Windows, Linux and Mac OS. Installation and troubleshooting of Ethernet and Token ring networking hardware and software on IBM and Mac machines. Installation of network routers, hubs and wiring.
* CUSTOMER SUPPORT: Support of customer via email, fax, and phone as well as person-to-person training on OS, software/hardware installation, and operation issues.
* Admin of Windows Domain user and mail accounts.

**EDUCATION:**

CDCMP – Certified Datacenter Manage Professional

CDCP – Certified Datacenter Design Professional

15 Misc. Credits from Bellevue Community College

Goldendale High School, 525 Simcoe Drive, Goldendale, WA 98620

References available upon request.