## summary of qualifications

An IT Manager/Project Manager with 20+ years of work experience, specializing in IT infrastructure, process improvement, operations management, user services, client relations, and risk management.

## WORk Experience

### *Data Center Operation Program Manager* June 2020 – Present

### Facebook Fremont, CA

* Uplifted global storage media data eradication (ERAD) incident management process and developed KPI dashboard to increase the visibility of incidents in global data centers, resulting in reducing critical and high incidents by 70%. Manage the incident post-mortem process to drive RCA and agreed on the action plan for short- and longer-term plans to remediate incidents.
* Manage data eradication (ERAD) Manage data eradication (ERAD) audit program across all global data centers to ensure storage media security. Managed remediation of audit findings.

### *IT Program Manager* June 2015 – Jun 2020

### Synaptics San Jose, CA

* Launched the Service Now Request portal to consolidate all company services into a central location, including hardware, software, mobile, and system access requests, managed design sessions, conducted scheduling, developed a budget valued at $75K, and created a training video.
* Coordinated cross-functionally with stakeholders across the marketing, silicon design, IT, facilities, security, and legal teams to gather requirements, develop frameworks, and define SLAs for the Service Now projects.
* Managed IT infrastructure, information security, and business applications projects globally across the U.S., Japan, Korea, China, India, Hong Kong, and Taiwan, analyzed requirements, identified and mitigated risks, tracked schedules, monitored project costs, and managed stakeholder expectations.
* Oversaw the Tech Lounge project to provide convenient, in-person IT support for customers, performed computer health checks, resolved issues, and conducted Q&A sessions with SMEs.
* Delivered and supported monthly and quarterly operation reviews of IT and facilities incidents and service requests, and planned maintenance.
* Conducted internal quarterly IT SOX audits, served as a liaison between external auditors and other departments the annual audit to review the security of financial data, logical and physical access, and IT policies, prepared the audit results for management teams.
* Led Configuration Management Database (CMDB) process project to manage the IT asset life cycle, which reduced purchasing costs by 10% for servers and IT equipment.

### *U.S. IT Manager* August 2007 – June 2015

### Synaptics San Jose, CA

* Managed 800+ users throughout the U.S. and supported a data center with 100+ Windows 2012/2000/2003 servers, VMware Esxi clusters, UNIX servers, and Netapp, Symantec Enterprise AV system
* Led a $50K project to migrate the Exchange Mailbox to Netapp NAS storage, which increased availability, simplified the IT environment, and saved 12 workhours per month.
* Managed the deployment and administration of VMware Esxi with Vcenter, which reduced hardware and energy costs by $100K, extended the lifespan of existing hardware, reduced server downtime, and enabled faster installations for software and virtual servers.
* Served as liaison between the business application team, users, and consultants and provided support for Hyperion, Oracle ERP, Agile, Jira, Fisheye, Confluence, and Exchange 2010.
* Managed a helpdesk service team of six, assigned responsibilities, reviewed work, conducted performance evaluations, provided coaching, and delivered training on department processes.
* Provided technical guidance and support to two global team in U.S. and APAC.
* Led a data center movement from Santa Clara to a facility in San Jose and coordinated with 800 staff across departments to schedule shutdown and power up.
* Managed the global implementation of the Service Now IT Service Management System to replace an outdated helpdesk system and establish formal incident and change management processes.
* Implemented group SLAs and KPIs to measure the performance of the IT department.
* Oversaw the Cisco Tandberg AV system, performed the installation of the new AV system across sites, and deployed a user-friendly UI to increase AV system usage and reduce international travel.
* Negotiated a global contract with Lenovo for laptop and desktop devices, which reduced costs by 15%.
* Conducted internal quarterly IT SOX audits and served as a liaison between the external auditors and IT during the annual IT SOX audit to review the security of financial data, logical and physical access, and IT policies, prepared the audit results for executive leadership, and provided documentation.
* Integrated IT asset management into the Oracle ERP to streamline asset management processes and supported the annual AOP process.

### *Sr. System Administrator* March 2006 – June 2007

### MLS Listings Campbell, CA

* Supported 50 Windows 2000 and 2003 servers and 70 desktops and laptops across the corporate office, monitored IT infrastructure, Cisco routers, PIX firewalls, and Dell servers, and maintained the company website using HP Site Scope and Alertsite.
* Administered Cisco network equipment, VLAN, and firewall rules, utilized BGP to eliminate redundant ISP connections, and implemented HSRP to establish a redundancy protocol for a fault-tolerant default gateway, which prevented critical network issues.
* Oversaw the migration of 50 servers from Active Directory 2000 to 2003, which included business applications, infrastructure server, and web servers.
* Scheduled and supported the update of the public website and coordinated downtime with developers and IT staff members.
* Performed IT security remediation, scheduled a weekly security scan of servers with Acunetix and the N-Stealth HTTP scanner, identified vulnerabilities for developers, scanned servers for critical updates, and scheduled downtime.
* Managed an IT asset inventory consisting of servers and network devices and implemented an asset tracking system to monitor locations, usage, and changes.
* Coordinated with key stakeholders in the Engineering, Marketing, and Customer Service Departments to draft the disaster recovery and business continuity plan.

### *IT Systems Manager* August 1997 – March 2006

### Flextronics Semiconductor Sunnyvale, CA

* Managed 200+ desktop/laptop supports at the U.S. headquarters and sales and engineering offices across Colorado, Tennessee, New Your, Utah, California, and Texas.
* Conducted the support of 100+ desktops, servers, laptops throughout Israel, the UK, and EMEA, and provided technical guidance and support to System Administrators.
* Managed the headquarters data center comprised of 60 Microsoft 2003, 2000, domino servers, and SUN/Red Hat Linux servers and administered Active Directory 2000.
* Negotiated licenses, maintenance, and service contracts for hardware and business support and leveraged corporate purchasing power to reduce costs by over 20%.
* Coordinated IT M&A activities of companies acquired in U.S., and Israel.

## additional WORk Experience

### Metro Systems, *Operations Manager* January 1996 – July 1997

### A&K Picotek, *Support Technician* April 1995 – December 1995

## certifications

**CISA, ISACA Awarded September 2018**

**CISSP Awarded December 2006**

**PMP, Project Management Institute Awarded March 2018**

### VMware Certified Professional 4 Awarded June 2013

**ITIL, AXELOS Global Best Practice Awarded April 2011**

## Education

### *Bachelor of (B.S.)* Mathematics Applied Science Graduated June 1994

### University of California Los Angeles, CA

## technical skills

* **Project Management:** Scheduling, Cost Assessment, Scope Management, Resource Management, Risk Management, Project Integration, Change Management, Governance, Metrics, and Performance Management, SOX Audit, Vendor Management
* **Technology Infrastructure:** Systems Migration, Data Center, ServiceNow ITSM, Microsoft Windows, Unix, NAS storage, Telecommunications, LAN/WAN infrastructure, VMware, Cloud Services, SAS vendor security audit, Security Audit Remediation, Disaster Recovery, Software Development Life Cycle (SDLC), Oracle ERP System, Agile PLM system, Hyperion, Jira, and Confluence