MICHAEL J.

Aurora, CO 80015   michaelj@email.com   Mobile: 555.867.5309

An experienced information technology professional and manager with expertise in a diverse range of technology design, administration, and management. Real world success designing and managing hybrid IT infrastructure technologies in a team environment. Experience with policies, standard operating procedures, and processes that improve service quality and business efficiency. Exceptional analytical skills, capable of reducing total cost of ownership, while increasing availability and performance of IT across the organization.

SUMMARY OF QUALIFICATIONS

- IT Team Management
- IT Security
- Virtual Infrastructure
- Hardware Consolidation

- IT Architecture Design and Review
- Server Administration
- Backup / Disaster Recovery
- File, Database, and Web Server

- Networking (IP and Storage)
- Data Center Infrastructure
- High Availability Services
- Cloud Infrastructure

PROFESSIONAL EXPERIENCE

City and County of Denver   Denver, CO   March 2012 - Present

Senior Information Technology Manager – *Denver International Airport*

- Manage team (17 staff) responsible for the data center, compute and storage IT Infrastructure for DIA.
  - The team designs, operates, and maintains more than 900 virtual machines, physical servers, Active Directory, Exchange, Office 365, Citrix, Microsoft Azure, Veeam, Surveillance systems, and more.
- Responsible for the overall direction and alignment of the IT architecture with the strategic goals of the organization.
- Act on behalf of the Director, as assigned by the Director, or in the absence of the Director. Have the responsibility and authority to oversee and direct day-to-day operations, review and approve system changes, and authorize financial transactions for all infrastructure and operations functions.
- Responsible for multiple compute and storage infrastructure replacements with budgets exceeding $4M each project.
- Directly responsible for the enterprise enablement of public cloud infrastructure (AWS, Azure).
- Manage operational annual budget and provide supplemental Capital Improvement funding requests.
- Attend monthly meetings with CIO, directors, and managers to review and report metrics aligned with the strategic plan.
  - Make recommendations on solutions that could improve infrastructure related metrics.
- Participate in numerous projects to offer architectural and operational guidance in alignment with technology standards.
- Manage vendor partnerships (Microsoft, AWS, World Wide Technology, Dell/EMC, Cisco, VMware, VCE, and more).

Data Center Manager – *Denver International Airport*

- Manage data center facilities and related IT infrastructure for 5+ data center / server rooms.
  - Facilities range from Tier 3 rated 750kW 96 rack capabilities to 40kW 10 rack rooms.
  - Responsible for the overall direction of data center facilities for the organization.
- Member of multiple data center infrastructure projects, providing analysis and contributing to the solution selection for the build of a Tier 3 modular data center and the re-life of a geographically diverse secondary data center.
- Perform duties of change management service manager.

Information Technology Manager – *Denver International Airport*

- Supervise Systems Engineering Section (8 staff) responsible for the compute and storage I.T. Infrastructure for DIA.
  - The team designs and provides support for over 750 virtual machines, physical servers, and other infrastructure.
- Lead a $4.1M VCE VBlock architecture approval (Cisco UCS blades, EMC VNX5800, VPLEX, Cisco MDS 9706).
  - Gathered requirements and worked with various partners to determine solutions and cost estimates.
  - Evaluated risk and TCO of competing technologies and presented findings to the CFO and CIO/Senior VP.
  - Proposed and obtained approval for a solution that increased infrastructure costs, however reduced complexity leading to an environment with lower overall operational costs.
- Member of Architectural Core Team, providing direction and recommendations to Investment Council members.
- Research and evaluate the feasibility and costs of enterprise level public and private cloud solutions (EHC, Microsoft Azure, VMware vCloud Hybrid Service) and their associated components, including P.O.C. implementation and testing.
- Evaluate and report on recovery point and recovery time objectives of existing and proposed architectures.
- Member of multiple project teams and continually provide architectural guidance to those projects.
- Provide root cause analysis and after-action reviews to directors and "c-levels" as required for major events.

Information Technology Architect – *Denver International Airport*
- Research, evaluate, and implement various hardware and software components of the back-end server environments.
- Work with industry experts from Microsoft, Cisco, VMware, and EMC to implement proof of concept deployments of SQL Always-on Availability groups, Cisco UCS director, VMware Virtual Desktop Infrastructure, various monitoring tools, and other value-add solutions.
- Architect and propose solutions for specialized and complex income-generating highly visible server environments.
- Responsible for the architectural design, approval, and purchase of the isolated PCI compliant infrastructure supporting DIA parking revenue of $135M+/year (VMware, Cisco UCS blades, Cisco Nexus 5k, EMC VNX5300, VPLEX).
- Provide 4th level support to, and mentor, operations and maintenance staff and other team members.

City of Phoenix   Phoenix, AZ   December 1998 – March 2012

Lead User Technology Specialist – *Aviation Department, Phoenix Sky Harbor International Airport*
- Lead Systems Engineering Section of 5 team members in the support and maintenance of back-end server environment.
- Consolidate server infrastructure using VMware technology to improve availability, reliability, and business continuity.
- Architect, implement, and support secure application server and VDI environments for specialized airport operations.
- Deployed a co-located dual data center server infrastructure solution supporting high availability and disaster recovery (Dell blade servers, Compellent Storage, VMware SRM, using both fiber channel and iSCSI).

Senior User Technology Specialist - *Water Department*
- Maintain server / network hardware environment for 1200+ users with $180k+/year budget.
- Research, implement, and design network technologies (SAN, iSCSI, LAN).
- Introduced first SAN technology to the department (Dell Equallogic, using iSCSI over Cisco Catalyst switches).
- Architect, implement, and support secure Web, Database, GIS, and File Server environments.

User Technology Specialist - *Water Department*
- Support 800+ desktop computers for 1200+ users with Service Desk support.

GIS Technician - *Engineering and Architectural Services Department*
- Maintain quarter section maps using ArcGIS and AutoCAD using Windows and Unix workstations.

TECHNICAL SKILLS

Hardware:	EMC VNX, VNXe, VPLEX / Dell Equallogic, Compellent / HP EVA, Lefthand, / Cisco UCS Rack and Blade Servers / HP Rack and Blade Servers / Dell Rack and Blade Servers / Cisco Catalyst Switches / MDS Fiber Channel Switches / Raritan KVM, PDU, Serial Over IP
Operating Systems:	Microsoft Windows Server NT - 2012 R2/ VMware 4.1 – 6.5
Software:	MS SQL Server 2000 - 2012 / MS IIS 5 - 7 / Splunk / Virtana / vROps / CommVault / Veeam / VMTurbo / Extrahop / Sunbird dcTrack DCIM / Raritan PowerIQ
Networking:	ISCSI / FC SAN, Cisco Switches, Raritan IP KVM and Serial over IP, APC Infrastructure
Programming:	Visual Basic, Dos Batch, SQL, Powershell, HTML, Javascript

EDUCATION

University of Advancing Computer Technology   Interface Technical Training

Software Engineering   18 technical training courses complete

Lake Havasu High School – High School Diploma   University of Denver – Currently enrolled in coding bootcamp

VMware (3.5, 5.x), vCloud	Microsoft Windows Clustering	Windows Server (2003, 2008 R2, 2012)
Microsoft IIS 7.0 and SQL Server	Red Hat Linux	IT Security / Splunk / Ethical Hacking
VCE VBlock / Dell VxBlock	Cisco UCS, and Storage Networking	EMC VNX Storage
ITIL v3	Amazon AWS Practitioner (A Cloud Guru)	Powershell V2
Crucial Accountability	Crucial Conversations	SANS Security Leadership Essentials

CERTIFICATIONS

AWS Certified Cloud Practitioner, 2019	ITIL V3 Foundation Certified, 2014	ITIL V3 Foundation Certified, 2010
Leadership Edge for IT Professional, 2014	Microsoft Certified Professional, 2002	

References available upon request.