Colin Dunn
IT Project / Infrastructure Manager
Mobile: (xxx) xxx-xxxx
xxxxxxxxxx@xxxxx.xxx

Professional Summary

IT Project / Infrastructure Manager with M.S. in Information Systems, industry certifications, and excellent communication skills working with technical and non-technical staff. Over 10 years of experience in IT project management, infrastructure management, and solutions delivery. Recognized for implementing best project management, design, and security practices.

Education and Certifications

M.S., Information Systems, University of Colorado at Denver.
B.A., Economics, University of Colorado at Boulder. Honors: Phi Beta Kappa.
Project Management Certifications: Certified Scrum Master, Certified Scrum Product Owner, Project+.
Other Technical Skills: VMware vSphere, Microsoft Windows Server, Active Directory, Hitachi storage

Career Experience

Insight Global (contract at Hitachi Data Systems)   **06/2013 – present**
Englewood, CO
Manager, Systems Engineering
- Supervised a global team of seven systems engineers, responsible for engineering projects and server operations.
- Planned and managed data center migration project involving $1.5 million in hardware and 3,000+ man-hours.
- Ensured infrastructure compliance with ISO-27001 and PCI.
- Developed ITIL-based support model for internal operations and customer managed services engagements.
- Planned and managed infrastructure expansion project, including vSphere upgrade and deployment of Windows Active Directory infrastructure.
- Subject-matter expert for converged private cloud solution.
- Advised sales teams on hardware/software capabilities, and estimated support/maintenance effort for customer projects.

Trimble Navigation   **05/2011 – 06/2013**
Westminster, CO
Sr. Systems Engineer
- Designed and built vRealize Operations environment in a global network of 8 data centers. This project enabled more detailed/accurate server performance troubleshooting and insight into dependencies between systems.
- Gathered requirements from customers and provided technical guidance to align solution design with business requirements. Documented system designs and specifications. Created detailed, step-by-step project plans for implementation.
- Designed and built vRealize Automation development environment. Documented server/network architecture and requirements. This enabled rapid, self-service provisioning of developer application server stacks.
- Designed, planned, and built/upgraded VMware vSphere infrastructure in global, multi-tenant data center network. This project improved infrastructure reliability and performance

for customers. Updated network technologies improved performance and reduced management costs.
- Planned and executed storage migrations for customer systems and vSphere environment with minimal customer impact.
- Defined and documented technical standards for new storage and server hardware platforms.
- Built and managed Microsoft Windows infrastructure. Managed Active Directory, Group Policy, and DNS. Completed domain controller upgrades. Implemented automated patch management using Group Policy and WSUS.
- Built and managed clustered Windows servers using iSCSI and Fibre Channel storage.

Wipro / Infocrossing   **02/2010 – 05/2011**
Broomfield, CO
Sr. VMware Engineer
- Designed, planned, and executed large-scale data center migration projects, using P2V tools, storage replication, and vSphere. Recommended use of storage replication technology, which reduced migration time by 90%.
- Provided architecture and engineering guidance during new customer engagements to ensure robust and on-time delivery of virtualization infrastructure. Used VMware Capacity Planner to estimate sizing and growth of customer environments and provide accurate cost estimates.
- Prepared detailed project plans for implementation and migration projects.
- Used in-depth, interdisciplinary expertise to coordinate implementation and incident resolution across specialized teams, and optimize usage of staff and technological resources.
- Lead virtualization engineer in a nationwide, multi-tenant data center environment using vSphere and XenServer. Served as final point of escalation for virtualization-related incidents.

CDI (Contract at IBM**)**   **06/2009 – 12/2009**
Austin, TX
Virtualization Engineer
- Built a large, multi-tenant vSphere environment in two sites, with 30 tenants, 150 hosts, and 3,000 guest VMs.
- Automated installation methods using Kickstart for new VMware ESX host builds, reducing build time by 90%.
- Performed capacity planning in new VMware environment, to ensure that virtualization capacity was ready for multiple, overlapping server migration projects.

AVENDE   **07/2007 – 06/2009**
Austin, TX
Senior Consultant
- Developed customer relationship and secured second-largest project in company history, valued at ~$150,000. Designed, planned, and led build-out of a multi-site technology refresh for a national non-profit organization, including Citrix XenApp and Exchange upgrades for over 100 users.
- Lead pre-sales engineer for regional value-added reseller (VAR). Analyzed customers' businesses and systems, designed and proposed solutions, and led implementation.
- Implemented automated systems / patch-management solution using Kaseya Managed Services Edition. Reduced virus/malware incidents at customers by 50%, reduced drive time to client sites by 80%, and enabled prompt support of mission-critical accounting system issues.
- Installed and configured virtualized server environment with VMware ESXi and iSCSI shared storage. Consolidated internal systems and eliminated the need for additional servers, racks, and power.

- Implemented and supported Citrix XenApp (Presentation Server) in multi-server farms. Configured Web Interface, deployed applications, and supported printing/configuration issues for thin client users.
- Planned, upgraded, and supported Microsoft Dynamics GP, SharePoint, and GP Business Portal for customers.