[**Craig Ralton**](https://www.linkedin.com/in/cralton/) **| Technical PM | Program Manager | Enterprise Architect | Cloud Consultant | faq_linkedin_profile_button**

**If you canread this line, you have somehow acquired a poorly formatted version of my résumé; please request my easy-to-read, 4-page version from craigralton@gmail.com**

**Email:** [**craigralton@gmail.com**](mailto:craigralton@gmail.com) **Locations: Carson City, NV & Fort Collins or Denver, CO**

**Skype:** +1 678 666 0067 **Drivers Licenses:** Full & clean EU & US

**Visa Status: EU passport & US Green Card till 2025 Availability:** From **December 4th, 2017**

**Professional Summary**

20+ years, in the IT & Telecommunications field internationally; serving Aviation, Health, Financial, Education, Telecommunications, Oil & Gas plus Coal & Renewable Energy, Not-For-Profit, Charity, Private & Government Sectors.

I am comfortable communicating at all levels, from general public & non-ICT staff, to senior engineer, board & C-level.

Experience includes ICT Governance & strategic planning across Business Apps, Infrastructure & Operations as well as driving large scale business improvement though network & DC infrastructure transformation and contract consolidation.

Well practiced in big-picture, enterprise scale transformation program management & senior project management, possessing strong analytical plus stakeholder & vendor management skills with holistic IT management proficiency.

A solutions architect focused on process refinement & optimisation together with lean efficiency & quality to achieve operational excellence though solutions architecture, strategic planning, budget, risk & resource management.

Solid technical and management background in Data Centres, mobile & fixed Telecommunications Networking.

Adept at sourcing & managing teams of specialist resources to deliver on high-profile improvement & transformation.  
  
I believe accountability, clarity, quality, structure, efficiency & continuous improvement are paramount in IT & T.

**Specialist Skills**

* Application Packing, Application Layering & Virtualization technologies + Gold Image creation & optimization
* Package & O/S image Test Management inc’ Test scripts, test strategy - smoke, Black-Box & White-Box Testing
* Business Continuity Planning, DR Solutions, Business Process Engineering & BPR
* Business Application Analysis, Requirements Analysis, Quality Assurance, Governance, PCI DSS & Compliance
* BYOD & CYOD- - AirWatch, MobileIron, XenMobile, Microsoft InTune, Good Technology and bespoke solutions
* Cloud Design & Data-Centre Migration – Public, Private & Hybrid cloud including Azure & AWS (including HVAC, UPS, Cisco & Juniper Networks, NetApp & EMC SAN)
* Contract Management & Negotiation, Capacity Planning, Outsourcing, In-sourcing & Multi-Sourcing
* Enterprise Architecture, Solutions Design, Transformation, Strategic planning and Principle Consultancy
* Microsoft Enterprise Suite Office 365 & Azure, HyperV, Exchange, Skype For Business / Lync, SharePoint, InTune, SQL, etc
* Networking : WAN, LAN and Software Defined Networking (SDN) such as Cisco Application Centric Infrastructure (ACI)
* Project & Programme Management – Financial forecasting; Procurement, Matrix, Risk & Change Management
* *Within MSP, PMP, PRINCE2 & Agile environments (with Confluence & Jira)*
* Public Service, Health & Financial Sector Desktop Imaging/upgrading, Roll-out & Controlled Decommissioning
* Stakeholder Management, Strategic Portfolio Mgmt & Financial Profiling/ Modelling & Cost Benefit Analysis
* Visio Diagrams & Technical Writing – For clear Architecture, Analysis, Re-design, Applications & Technical Roadmaps
* VDI & remote desktop – VMware View, Citrix, Terminal Server + PKI & 2-Factor Authentication
* Virtualisation (Server) - Design of Virtual host environments (KVM, XenServer, HyperV & **VMware**
* Wireless Solutions - GSM Gateways, VSAT, Telemetry, 3G/4G Data & Telephony, Wi-Fi Mesh & Transmission

**Qualifications, Training & Professional Affiliations**

**2016 : Office 365 Administration** *Full: Azure AD to SharePoint /w Focus on Exchange Online & 2013 ~ New Horizons, GA, USA*

**2014 : Application Packaging & Virtualisation** (Admin Studio & ThinApp) *~ KN3, London, England*

**2013 : Lean Six Sigma & TOGAF 9** *~ Self-study CBTs*

**2011 : NetApp 2020/2040 FAS training** *~ ANS Group - England*

**2009 : Seibel CRM & SalesForce CRM** *~ Vodafone, Wellington, New Zealand*

**2008 : PRINCE2 Practitioner** *~ APM Group - High Wycombe, Buckinghamshire, England*

**2007 : ITIL**v**3 Foundation** *~ FLS, Hawkes Bay, New Zealand*

**2004 : PMP** *~ Project Management Institute, Pennsylvania, USA*

**2001 : ECI Certification in Digital Compression (DCME)** *~ ECI Telecom -Reading, England*

**2000 : CCNA** and **MCSE** *~ Oxford House Computer Training - London, England*

**2000 : Lucent Excel 2000 Tandem Voice Switch Admin Certification** *~ Lucent Technologies - Hyannis, MA, USA*

**1999 : Alcatel GT Series (Telco Switch) Admin course** *~ Alcatel University, Lannion, France*

**1998 : Lucent / Avaya Index - PBX Admin Course** *~ WorldXChange, Docklands, London, England*

**1995 -1998 : Bachelors Degree in Information Technology** *~ Central Institute of Technology - Wellington, New Zealand*

**Career History**

*May 2014 to current*

**Senior Technical PM & Consultant** (Freelance – remote from GA, **U.S.A**.) [**BlackBox Hosting**](http://blackboxhosting.net/)

- Mostly weekend & after-hours work PM & planning client server & service migration for UK based private cloud data-center provider

- 90% of our clients first require migration from AWS, Microsoft Azure or other IaaS providers; approx 10% is new business acquisition

- Documentation including Project Plans, High-Level-Diagrams, ITT & RFP Responses / bid tenders / Proposals & Master Agreements

- Crypto Currency Data Centre CPU Downtime Mining; BlockChain Smart Contract Development; PCI DSS Compliance

*Jan 2016 till Jan 2017*

**Project Manager III** (Contract - Atlanta, GA, **U.S.A.**)[**Georgia Dept. of Labor**](http://dol.georgia.gov/)

- Office 365 Hybrid Migration from on-premise Exchange and planning for Security Filtering and & VMware AirWatch Blue integration

- CommVault Log Analyzer implementation to allow proactive analysis of all Federally Controlled systems

- Ent’ Licensing project including 4,000 + Public & Staff PC, Laptop & VDI re-imaging from XP & Win 7 to Windows 10 Pro & Enterprise

- Cisco CUCM & VoIP phone rollout including WAN upgrade to facilitate Unified Communications such as Video conferencing

- IRS compliant Disaster Recovery, Business Continuity Planning, DR Test projects

*July 2015 to Nov 2015*

**Interim Analyst** (Interim Contract - Lansing, MI, **U.S.A.**)[**Lansing Board of Water & Light**](http://www.lbwl.com/)

- Interim cover for this forward thinking $1billion Coal, Hydro, Landfill Gas and Solar Energy plus Steam and Water Provider

- 30% Project Mgmt for security + AWS migrations. & BPR, 30% Analytical & Ops Improvement, 40% Service Delivery & Tech Support.

- Systems supported included SAP, VMware, Cisco Unified Call Manager, ASA Firewall’s, Nexus Switches & Routers, Server 2012r2

*Dec2013 –Feb 2015*

**Senior Technical Project Manager** (contract – **UK**)[**Catalyst Housing Group**](http://www.chg.org.uk/)

- Implemented PMO quality gate procedures & ensured ITIL best practice was integrated in project governance

- Procurement, Bid Management, and Change Management with use of ServiceNow

- LAN &WAN Upgrade – 68 Site MPLS network (FortiNet Firewalls, Cisco routers& switches, AirWatch BYOD)  
- Windows 7 Upgrade & Rollout (VDI & Fat Client) - Win7 Gold Image, Application Packaging, Virtualisation & Testing

- Transition Management of old to new Data Centers - HP c7000, Nimble CS440 + Atlantis ILIO USX Storage, Cisco Nexus core, Palo Alto NGFW, server 2008r2 to Server 2012 Upgrades plus upgrade from Office 2007 to 2013 & Office 365

- Upgrade of voice recording system from our existing Red Box to Verint Systems plus Lync 2013 rollout

- Implemented RSA Certificate Manager two factor authentication using hard & soft-token access to access VMware VDI

*Nov 2012 – Nov 2013*

**Pipeline Communications Program Manager** (contract – **Dammam, Saudi Arabia**)[**Saudi Aramco**](http://www.saudiaramco.com/en/home.html)

- Driving a team of 12 PMs, 4 Architects & 4 BCMs to assert a network infrastructure & services upgrade programme

- Bid Management, Tendering, Procurement plus heavy focus on stakeholder management & vendor management

- Attending design review meetings & project meetings to understand challenges the various project teams were facing

- Coordinate with Pipeline Technical Support Division & Pipeline Data-Centre teams ensuring adherence to ITIL practices

- Financial profiling & responsibility of $45M *(CAPEX)* portfolio budget which included such projects as:

Resilient WAN & Firewalls |Citrix XenMobile MDM | Enterprise Lync 2013 | HMI, DCS, SCADA, PLC, PID & Transducer networking

*May 2011 – Oct 2012*

**Infrastructure Manager & Senior PM** (contract, **UK**) [**Watford Borough**](http://www.watford.gov.uk/ccm/portal/) & [**Three Rivers**](http://www.threerivers.gov.uk/) Councils

- Started as Senior PM; then accepted the additional responsibilities of Infrastructure Manager due to sudden/urgent vacancy

- Radical improvement of ICT Service to allow previously failing Shared ICT Service to be outsourced to Capita

- Enabled £280k pa OPEX savings though contract clean-up, cancellation, consolidation and re-negotiation

- Overall management of ICT Programme comprising of ICT Infrastructure, Business and Service Projects

- Project Management of all Technical & non-Technical Infrastructure, complex Service and Business Systems Projects

- Complete re-design (Private Cloud) & total hardware refresh program - Server, Storage, Switching, UPS, LAN/WAN

- Full DC & overall infrastructure responsibility across both councils, ownership of escalated BAU Issue/Problems

- Management of a team of 9 direct reports& contractors (Analysts, Engineers, Senior Engineers & Specialists)

- Implementations and transitions from Oaisis to Verint (@Watford) and also eTalk to Verint (@Three Rivers)

- Implemented PM, ITSM, Change Control principles to holistically transform a previously failing ICT department/service

- Implemented SWIVEL Authentication platform for PKI dual-factor authenticated access to VDI at each councils’ Data Center

*Jan 2010 – Apr 2011*

**National IT Manager** (permanent – **New Zealand**) [**R**oyal **N**ew **Z**ealand **P**lunket **S**ociety](http://www.plunket.org.nz/)

*107 year old Iconic NPO with approx.: 380 sites, 7000 paid staff (700 nurses) plus 3000 volunteers nationally.*

- Responsible for the full enterprise scale ICT Programme Management nationwide, using BMC remedy for Change Mgmt

- Day to day management of ICT infrastructure and desktop support staff nationwide, using BMC remedy for ITSM

- Implementation and transition from NICE call recording over to Verint integrated to our Avaya IPT platforms nationwide

- Significant actual savings & projected CAPEX/OPEX savings almost NZ$4M over 3 years though various initiatives

- Design and project management of nationwide Cloud, VoIP & Video Conferencing solutions

- Project management of IP/VLAN re-architecture & change, mobile device & AD integrated Xerox rollout projects

- Defined and coordinated penetration testing, internal audits and met PCI compliance by hardening servers & network

- Secured direct Telstra, Vodafone and Microsoft collaboration on Solutions and Information Architecture pertaining to

a Private Cloud and $3.4M Microsoft Grant including all Enterprise Server Titles and BPOS (Office 365) SaaS

- Installation of BYOD and Unified Comms Solutions including OCS (now Lync) as a Proof of Concept

- **Acting CIO**, 5 month cover of vacant CIO role:

**-Championed the review and complete re-write of: ICT Governance** (part of overall corporate governance) and **Corporate Security Policies**

**-Created crucial document that had not previously existed: Technology Road Map and ISSP** (Information systems strategic plan)

**-Removed all external IaaS & SME engineer reliance by cancelling contracts to transition from outsourced to in-sourced model**

*Feb 2009 - Jan 2010*

**Vodafone Business Consultant** (Permanent - **New Zealand**) [**Vodafone**](http://www.vodafone.co.nz/)

- BYOD, the only consultant promoting Microsoft MDM, un-hinging from "Blackberry only" culture to Nokia & iPhone

- Strategic b2b sales achieving the highest national gross profit margin of any consultant in the month of October 2009

- Consultation and Presentation of business communications solutions including off-grid rural VSAT internet

*Feb 2008* ***-*** *Dec 2008*

**Project Manager** (rolling contract - London, **UK**)[**Wandsworth Borough Council**](http://www.wandsworth.gov.uk/)

- Cisco MPLS connectivity project delivering segregated VoIP, public IP & private corporate IP traffic between108 sites

- Related projects: Edge & main LANs, Wireless Mesh Network, PC Audit & Rollout, VMware Server Consolidation

- Compliance with PCI, N3 and Government connect Compliance checklists & best practice standards / 5000+ user network

- Network Architecture & implementation of Juniper SA4000 for SSL VPN remote access with RSA PKI / Token Auth

*June 2002 - Dec 2007*

**Principle Consultant** & **outsourced Project Manager *(Australia & New Zealand****)* **Mesh'd - Pty Aus & Ltd NZ**

End to end Project Management, Solutions Architecture & Consultancy  
Sub contracted or occasionally outsourced exclusively to clients to fill specific fixed term interim contracts such as:

- [ANZ](http://anz.co.nz/), [Citi](http://www.citi.co.nz/), [Macquarie](http://www.macquarie.co.nz/) & [Westpac](http://westpac.co.nz/) Investment& Retail Banks - Desktop & Dealer-desk rollouts &decommissioning

-[Chevron Oil](http://www.chevron.com/) - Hardware System & Network Support only *(SAP & Fuelfacs supported remotely by Chevron IT staff)*

- Install & maintain Control Microsystems remote telemetry SCADA systems

-[Dept of Corrections](http://www.corrections.govt.nz/) - Rollout on schedule*(under Gen-I Authority)*

- Desktop rollout and controlled decommissioning

-[Hawkes Bay Airport](http://www.hawkesbay-airport.co.nz/) – Wireless hotspot installation and also desktop, check-in terminal and network support

-[Eastern Institute of Technology](http://www.eit.ac.nz/) - $140k budget inc all consultancy, End to end, and on target 10 month schedule  
 - All scope, plan documentation etc / RFP, RFQ’s etc / Comparison matrixes & CBA  
 - Managed 3rd party contractors & internal business unit.– E.I.T., Kordia & RoamAD

- VMware 3.0 Farm design, implementation of P2V Server Consolidation projects

-[New Zealand Police](http://www.police.govt.nz/) - No budget variance & completed on-time *(under IBM authority)*

- Desktop rollout and controlled decommissioning

-[New Age Comms](http://www.newagecomms.com.au/) – Project/Sales Manager; New Business, large Telco & converged service rollouts

-[Napier Boys High School](http://www.nbhs.school.nz/) – Interim IT Manager (Outsourced). 2 Month relief mgmt. 800+ user network

-[Quality Inn](http://www.qualityinnnapier.co.nz/) & [BlueWater Hotels](http://www.bluewaterhotel.co.nz/) – High Power/High Gain Wireless Internet Systems for hotel guests

-[Ravensdown Fertiliser](http://www.ravensdown.co.nz/default.htm) - installation of Cabling Infrastructure and Wyse terminals in a hazardous & toxic environment

-[SGS](http://www.sgs.co.nz/) – Network, Desktop maintenance and on-site support of the Napier, NZ Offices of this global company

-[TradeFree](http://www.tradefree.net.nz/).org – PM - $65k budget, End to end, negligible creep, 18 month scope, no budget variance  
-Various [Wineries](http://www.craggyrange.com/) & [orchards](http://www.jbgroup.co.nz/) - IT Support, IPX & Cisco VSAT systems for customers in “dial-up only” areas

*April 2000 - April 2002*

**Network Operations Manager** (permanent, **New York & London**)**Telemonde Inc.**

* Started as the Senior Switch Engineer, accepted promotion to NOM in Oct 2000
* Project management of E1, T1, DS3 & STM1 interconnects (SS7 & Q.931 Sig)
* Middle East Nortel Passport Voice Compression & Gilat VSAT deployment projects
* Managed Capex and Opex for 2001 to 2002 Financial year
* Total Network Operations Management of International Voice & Data Switching networks
* Successfully managed an arbitrage minute increase from 3Million to over 10Million Minutes per week

*January 1999 - April 2000*

**Senior Telecommunications Switch Engineer** (**Toronto** & **London**) **North American Gateway**

- Full admin of tier 3 global voice switching platform, Alcatel & Marconi MUX, Nortel Passport compression & ECI DCME

*October - December 1998*

**Telecommunications Switch Engineer** (contract, **UK**)**WorldXChange**

- Full administration of a tier 3 global voice switching platform (Alcatel GT / DSC 600GT)

*July - September 1998*

**Network / Systems Engineer** (contract, **New Zealand**) **Ministry of Transport**

- Upgrade for network from BNC token ring to CAT5 Ethernet; upgrade of PDC/BDC from NT3.51 to NT4 Server

*January - June 1998*

**IT Roll-out Engineer / Trainer** (contract, **New Zealand**)**ComputerLand**

- Nationwide desktop rollout and training across all Orica paints sites plus all chemicals and explosives plants

*July – August 1997*

**Mainframe DR Engineer** (student work experience, **New Zealand**)**E.D.S.**

- DR batch processing of IRD & SLAM Database backups, tape backup processing on AS400 Mainframe / IBM iSeries

**Additional Info**

**Professional Referees** *(on request as names have had to be omitted due to contact harvesting & spamming by some recruiters)*

* Infrastructure Manager @ GDOL in the U.S.A.
* PMO Manager @ GDOL in the U.S.A.
* Director of IT @ LBWL in the U.S.A.
* IT Manager @ LBWL in the U.S.A.
* CEO @ Blackbox Hosting in the U.K.
* CTO @ Blackbox Hosting in the U.K.
* Head of Project Delivery @ Catalyst in the U.K.
* Former City Councillor & National Manager @ both Polycom & Huawei in New Zealand
* 4 x C-Level written references & currently 13 Recommendations on LinkedIn from various former roles

**Personal Information & Interests**

I was born in Scotland but I can speak a fair bit of Afrikaans from my teenage years in South Africa, which is enough to understand some Dutch also.

My dog is a very important part of my life. He has lived around the world with me over the last 12 years and is still very healthy for his age. He is the main reason I prefer to work remote (+ traffic-jams) as pet friendly offices are very rare.

I have been involved in BlockChain Cryptographic Currencies since 2010; started experimenting with Mining Crypto Currencies in 2012 and became an active trader in BitCoin, LitCoin, FeatherCoin and other AltCoins trading in 2013.

More recently in 2015 and 2016, projects such as Ethereum (ETH), NEM/XEM, IOTA, Ripple and Monero have caught my attention and I find this space very exciting. I was able to mix my hobby with my career while working for Blackbox Hosting in the UK and hope to apply this hobby more to my career as time goes on.

One of my longer term goals is to get more experience in the automotive, aviation or renewable energy sectors.

Snowboarding is my main passion, followed by golf, racing (Superkart, Rally, & various track), Krav Maga, cars, bikes, problem solving & innovation, mountain-biking, fishing & camping, inventing & formulating solutions for common problems, extreme-sports, stand-up comedy, technology & travel.

As I studied both automotive engineering and electronics in high school in South Africa prior to sitting my bachelor’s degree in New Zealand. I have continued to utilise &expand on these skills in my some of my personal projects such as:

-Fully customised conversion of a 1978 Toyota Corona into a lightweight alloy V8 Street-rod

-Various Japanese performance car customisations & modifications (Skyline, Supra, MR2, S2000, etc)

-Lithium-Ion Powered 72V/50A Mountain bike with 350W Crystalyte 5400 x-Lyte series 5 Direct Drive motor

-Conversion of old washing machine to roof mounted wind turbine producing total approx.780 watts@1000rpm

For my next personal projects, I’m converting a light roadster (MX5 or Lotus Exige) to lithium-phosphate powered, direct-drive, high-torque motor, utilising the factory trans to limit the electronic controller requirements; as well as building an off-grid Aquaponics farm in Colorado Springs and in New Zealand

I am fairly flexible in which sector I work as well as with location since I prefer remote working contracts, making the most of modern office collaboration & unified communication tools; like those I’ve been installing for well over a decade.

I am goal driven, and I will put in whatever time and effort it takes to deliver successfully and on time; however, battling through traffic twice a day is a needless hindrance to both work and home life as well as a gross inefficiency in general.

Bitcoin, Ethereum, Ripple, Litecoin, Ethereum, Classic, Dash, NEM, IOTA, Monero, EOS, Tether, Stratis, BitConnect, Zcash, Veritaseum, AntShares, BitShares, Steem, Qtum, Bytecoin

Mergers and Acquisitions, M&A, M & A, AWS, Media Services, Azure Machine Learning, Service Bus, Active Directory, Azure Media player