

Donald Meyers

Ruskin, FL

-Email me on Indeed: <http://www.indeed.com/r/Donald-Meyers/744c334c1cd16498>

Professional Summary

A well-balanced experienced leader in collaborative global infrastructure and business system operations. A visionary and key enabler practicing strategic planning, daily operational leadership, application development, investigation and support of third-party vendors in both traditional and cloud data centers through understanding business needs. Ability to lead technology and non-technology teams through complex business processes and operations management.

- 30+ years of industry experience (Infrastructure/System Engineering /Cloud IaaS/PaaS/SaaS)
- 9+ years of effective leadership, and supervisory of multi-site and offshore personnel.
- 15+ years plus running projects, compliance, governance, upgrades, and implementations.
- Cloud Operations/Change Management/Incident Management (AWS and Azure)
- Led a software development and architecture of applications initiatives using iterative SDLC, including Agile/SCRUM methods (SCRUM Master Certified)

Work Experience

Vulnerability Remediation Execution Lead

Citibank-Tampa, FL

November 2022 to October 2023

Responsible for the establishment and oversight of Vulnerabilities Management Governance within Citi Genesis Application pillar. Manage new operations with ever changing requirements and challenges of a multi-team environment.

- Developed and implemented a new IT security vulnerability management operation, establishing strategy guidelines and standards. Driving a new thinking and transformational management style into set operations.
- Directed cross-functional team relationships, reducing active vulnerabilities by 50%.
- Oversaw and participated in the publishing of deliverables that include weekly reporting, overdue remediations, and Monthly KPI reporting. All driven by tracking methods using Excel.
- Identified data patterns to provide statistical insights, enhancing business decisions.
- Coordinated and monitored Risk Management Corrective and Preventative Action Plans, improving clarity and prioritization.
- Build relationships between the various Application Teams and supporting operations to support and drive remediations.
- Documented operational process flows for cross-functional team alignment.
- Led a team of three and collaborated with HR for business analyst recruitment.

Data Engineering Director

KnowBe4-Clearwater, FL

July 2021 to June 2022

Responsible for the creation, ownership, development, and technical leadership of a new Data and Integrations Engineering Department at KnowBe4. Optimized project and program management practices, spearheading the creation of specialized teams in Site Reliability Engineering, Data Tool Development, and Data Application Integration. 80/20 Hands-off/Hands-on.

- Achieved a 30% reduction in project and task backlog, significantly enhancing departmental productivity.
- Delivery of integrations (MuleSoft Integrations to Salesforce/NetSuite/Vertex),
- Managed multi-account AWS Cloud Operations, including Terraform/Hybrid Controls, IAM, EC2, API Gateway, Lambda, EKS/ECS, S3, NLB, ALB, SG, Transit Gateways, RStudio, DynamoDB, Redshift, and Cognito/SSO.
- Created CloudWatch/Event Bridge/PagerDuty S1/S2 incident operations.
- Architected Access integrations, aligning with security standards and guidelines.
- Developed GitLab operational standards and procedures for repos, deployments and developers (Separation of Duties/SOX)
- Implemented Agile/Scrum methodologies, leading Sprints through Jira
- Led the creation and maintenance of projects and roadmaps related to AWS Cloud Infrastructure/Networking/Security.
- Created departmental operational standards for Jira/Zendesk change controls.
- Initiated Confluence documentation for Infrastructure, Applications, Change Control, KPIs and OKRs.
- Managed and recruited teams totaling six personnel (with two open positions) and created job descriptions.
- Implemented security baselines
- Conducted a major project review and replacement for MuleSoft.
- Oversaw Greenhouse hire-release, and disciplining responsibilities.
- Supported SOX (SOC 2) compliance efforts.

DevOps Manager

Venuetize-Tampa, FL

September 2019 to February 2021

Responsible for day-to-day best practices of the technical delivery of corporate AWS Cloud, Compliance & Data Privacy, Security Services overseeing 2 engineers and an external managed services organization. A leader and senior driver, hands-on with running AWS SaaS based enterprise in a 24x7 mission critical up-time environment.

- Directed Information Technology operations, including strategy, risk, and security for cloud services, ensuring compliance with PCI, GDPR, CCPA, and SOC 2 standards.
- Led AWS cost reduction and management initiatives, achieving 40% savings in operational expenses for cloud infrastructure.
- Managed the Information Security Program, collaborating with third-party services to establish compliance-focused security operations.
- Oversaw security configuration and compliance operations, including Alert Logic (IDS), Network Firewall (IPS), Guard Duty, WAF, Shield, IAM Policies, AWS Security Groups, Access Keys, Certificates, and AWS database S3, RDS.
- Developed and executed strategies and roadmaps for AWS Cloud Infrastructure (VPC) and Security Services and led the Analytics AWS Tableau environment.
- Integrated Terraform DevOps practices with Jenkins to enhance operational efficiency and system reliability.
- Directed third-party vendor selection and change control operations, including PEN testing, vulnerability scans, and security tools such as Nessus and OWASP ZAP (Zed Attack Proxy).
- Drove the timely evaluation, qualification, and implementation of new software products, tools, and appliances.
- Overseeing Configuration Management through Terraform and Ansible.

Change Manager

Fountain Group-Wolters Kluwer-Tampa, FL

May 2017 to February 2019

- Fountain Group-Created and directed a cross-regional Cloud Change Advisory Board, ensuring consistent and effective change implementation across infrastructure IaaS/PaaS/SaaS and applications.

- Established and managed a comprehensive Cloud Change Management program, ensuring seamless integration of Azure and AWS operations across global business services.
- Achieved a 99.9% success rate in production change implementations.
- Developed and implemented a Cloud Enterprise health notifications system, enhancing command center efficiency and incident response capabilities.
- Led the creation and delivery of Azure and AWS GBS Cloud Change Advisory Board (TCAB & CAB team) for WK regions (NA, APAC, EU) under IaaS/PaaS/SaaS infrastructure and applications.
- Served as the TCAB/CAB final technical lead, providing verification and authorization for ITIL-based CAB processes, focusing on infrastructure operations, CI/CD practices, and optimized service delivery operations.
- Architected and drove the solution for a Cloud Enterprise health notifications process for command center workflows and incident response, managing offshore and assigned Azure and AWS engineers for design and support.
- Collected operational metrics (KPIs) to identify process improvement areas for GBS Cloud Operations.

Technical Project Manager

PwC-Tampa, FL

September 2015 to August 2016

- Onsite IT Trailblazers Contract Technical Project Manager and Security Engineering
- Managed strategic planning and execution of complex projects, ensuring meticulous analysis and successful delivery of comprehensive solutions.
- Led cross-functional teams to deliver end-to-end IT solutions, integrating efforts across networking, systems security, and DevOps for operational efficiency.
- Conducted robust risk assessments and implemented ITIL change control procedures to enhance project outcomes and maintain business continuity.
- Created detailed Work Breakdown Structures, established project timelines, and developed essential documentation including Statements of Work and Risk Mitigation strategies.
- Defined WBS for projects, schedules, SOW, SOU/estimates, Risk/Mitigation, and BCP documentation for PMO.
- Managed multiple near-shore and offshore groups, including networking, systems, security, and DevOps teams.
- Led security projects involving Linux-based appliances (FireEye), Websense/ForcePoint DLP, Bit9, eCAT, Certificates, and Archer for eGRC.
- Led network and infrastructure initiatives, network testing (Wireshark, Whitelistings), data analysis, data structure, QA/Testing/Problem resolution of data sets, data flow planning, and post reviews.

Interim Technology Development Manager CTO

IntaCloud-Sarasota, FL

August 2014 to December 2014

- Guided, managed, and supervised Minimum Viable Product (MVP) development within a Linux/LAMP environment using PHP and MySQL, hosted on Digital Ocean.
- Produced comprehensive Statements of Work (SOWs), meticulously crafted Release Documentation, and detailed Business Product Documentation to ensure clarity and coherence in project deliverables and goals.
- Supervised development with offshore developers, overseeing cloud architecture, application connectors, data analysis, data structures for data dictionary, query design, data flows, report structures, and constraints analysis.
- Managed development under SCRUM Management, including board meetings and backlog processing.
- Consulted daily with the COO and CEO to provide status updates and define requirements.

Adjunct Teacher PT

ITT-Bradenton, FL

July 2011 to June 2014

- Delivered comprehensive instruction in SQL Database Development, ensuring students acquired proficiency in database management and programming.
- Conducted classes on Operating Systems and introductory Cisco CCNA Routing and Switching, facilitating foundational knowledge and practical skills for aspiring Information Technology professionals.

Sr. Systems Engineer

Verizon-Temple Terrace, FL

July 2013 to March 2014

- Redbox Developed and implemented a WSUS patching process, ensuring effective management of software updates and operational requirements for Redbox Instant.
- Managed infrastructure documentation, design, implementation, testing, and support/troubleshooting, contributing to change management processes (CAB/ECC).
- Oversaw a team of Windows engineers and infrastructure specialists, providing leadership in planning, strategy, and issue resolution supporting SaaS environments.
- Maintained configurations for physical and virtual servers, including Web, SQL, and file servers, ensuring secure and optimized performance.
- Contributed expertise to various areas including network requirements, firewall setup, load balancing, and scalable web architectures, enhancing network security and accessibility.
- Provided technical consulting, testing, and investigation using tools like Wireshark and Splunk to ensure system integrity and performance.
- Managed systems such as SAS70, Windows servers, SQL databases, and cloud platforms like Verizon Cloud, ensuring operational efficiency and compliance.
- Utilized tools like Visio, Jira, and Confluence to streamline processes and enhance collaboration within the team.

Sr. Systems Engineer

eMason-Saint Petersburg, FL

March 2012 to July 2013

- Primary SaaS engineer for Clarifire's foreclosure product, dedicated to a specific bank's vertical operation.
- Design, manage, and support SaaS applications and infrastructure across VM and physical Windows Servers, emphasizing Cisco, VM, and cloud environments.
- Implement robust change control processes and remote software deployment, prioritizing efficient delivery testing and management using Orion and New Relic.
- Execute comprehensive administration tasks encompassing dotnet framework management, pool management, event log review, and AD/general server administration.
- Develop and maintain extensive documentation for environment configurations, change controls, ITIL practices, and operational procedures.
- Utilize a variety of tools and technologies including IIS configurations, Wireshark captures, PowerShell scripts, Tidal Application triggers, SolarWinds Orion monitors, and Exchange 2010 for effective system monitoring and management.
- Ensure compliance with standards like SAS70, adeptly managing platforms such as Windows 2008 R2/2003, Vsphere 4.1, Terminal Services, Visio, Exchange 2010, and Snagit to enhance operational efficiency.

Application Engineer

Bank of America-Bradenton, FL

June 2011 to February 2012

- Teksystems-Design, manage, and support SaaS applications and infrastructure, including VM and physical Windows Servers.
- Remote administration of IIS 6/7, involving delivery testing, software deployments, and dotnet framework management.

- Expertise in web-based application installation, pool management, and event log review for optimal server performance.
- Active participation in change management processes such as CAB/ECC for seamless operational transitions.
- Proficient in operating systems including Windows 2003, 2008, Windows Batch Scripting, and Vsphere 4.1.
- Experience with Terminal Services and Visio for comprehensive system management and visualization

Application Engineer

Thomson Reuters-Boston, MA

September 2009 to February 2011

- USM Business Systems - Managed engineering support for a QA data center project spanning global VM and physical (HP) Windows Servers with Oracle 11g, Cisco, and VMware infrastructure.
- Collaborated with various teams and DevOps to ensure smooth project execution and alignment with objectives.
- Conducted diagnostic analysis of flows using tools like Wireshark, telnet, and ping to ensure optimal performance.
- Created comprehensive implementation application documentation using SharePoint and defined data center hardware specifications.
- Facilitated change management requests (CAB), including infrastructure requirements and recommendations.
- Administered remote IIS 6/7, conducted delivery testing, and managed terminal services (including some Citrix) and .NET framework installations.
- Oversaw pool management, event log review, and general server administration, ensuring operational efficiency.
- Conducted investigations into TPM, Service Center, and port allocations to support project requirements.
- Managed FQDNs and naming conventions for servers and databases, maintaining consistency and clarity.
- Cultivated vendor relationships and actively participated in project meetings to ensure alignment with project goals and timelines.
- Proficient in operating systems including Windows 2003, 2008, Windows Batch Scripting, SharePoint, vSphere, Terminal Services, Visio, and some Sun Solaris/Oracle

Sr. Windows Systems Engineer

Abbott Diabetes Care-Alameda, CA

April 2009 to May 2009

- Synectics-Maintained Windows 2003 servers, ensuring optimal performance, security, and availability.
- Acted as Project Lead for server infrastructure projects, overseeing multiple locations.
- Supported and patched Windows 2003/2008, IIS7, SQL 2005 servers, Symantec, GPOs, and User Accounts.
- Managed Active Directory changes, server security, and facilitated inter-departmental cooperation.
- Performed hands-on technical operations and resolved secondary routing issues as they arose.

Technical Operations Support

San Mateo Transit District-San Carlos, CA

August 2007 to February 2009

- Excell-Hands-on engineering support for maintenance and upgrades of VM and physical (Dell) Windows servers farm, comprising 60 production servers and 500 user accounts.
- Infrastructure maintenance encompassing local static routes, IP addresses

(DHCP), VLANs, Local (WAN), ARP tables, and some ACLs.

- Managing Active Directory in a multiple master environment across multiple remote locations, alongside DFS, Printing, and DNS.

- Leading upgrade projects and reviews, including upgrades on IIS6/SQL 2005, involving software such as AutoCAD, Primavera (P3 & P6), and Expedition/Contract

Manager on Sybase/SQL 2005.

- Conducting SQL database backups and scripting, ensuring data integrity and security.

- Planning and executing software releases, utilizing Track-it change management for helpdesk operations, peer review/change control for deployments and solution development, and managing Terminal Server/Services.

- Utilizing MS Project, WBS, schedules, Visio, time tubes, and departmental meetings for project management and collaboration.

- Coordination with outside Vendor consultants using GoTo Meeting for seamless project execution.

- Managing technical platforms across multiple locations, including Linux IP

Phone, Windows 2000/2003 IIS/SQL 2005 servers, GPO, DFS, User Accounts, Symantec

AntiVirus, VMware ESX/ESXi, Host Monitor, and Dell OpenManage.

- Implementation of test servers, functional testing, Windows Batch Scripting,

Sybase/SQL database management, Oracle 9/10 ODBC/Client connections, AD, server security, and fostering inter-departmental cooperation.

Project Manager

Wells Fargo Bank-San Francisco, CA

March 2007 to July 2007

- LineBeyond-Managed and coordinated multiple projects, including a significant infrastructure and Exchange 2003 upgrade across three states and two data centers, with a budget of \$9M.

- Led project tasks from setting deadlines and defining acceptance criteria to assigning responsibilities and monitoring progress, ensuring effective communication and reporting.

- Developed technical architecture for projects, leveraging HP DL585, Netapp SAN,

MS Exchange 2000/2003, DNS, DDNS, and WINS, among others.

- Proficient in creating various project documentation such as technical specifications, test plans, security plans, SOWs, BRDs, meeting agendas, and minutes.

- Utilized software packages including Voltage, Hypersoft, Altiris, GoExchange, and HP OpenView to support project objectives.

- Implemented process flow diagramming using tools like Visio to visualize project workflows and structures.

- Addressed issues and challenges effectively, including escalation of issues and managing within budget constraints.

- Ensured seamless coordination between lab environments, development, quality assurance, and change requests.

Sr. Systems Engineer

Microsoft-Mountain View, CA

July 2006 to March 2007

- ITC Infotech-Hotmail Operations Windows servers, including mail framework, front-end applications, and backend SQL teams.

- Managed project operations for Windows 2003 servers, totaling 350 servers out of a larger farm of over 5000, focusing on change management, script writing, patch deployment, and installation of WSUS servers.

- Collaborated across departments to enhance operational processes and maintain large server farms, particularly working with the database team on SQL active/passive servers.

- Led software releases and Windows batch scripting, with some adjustments in

Python scripting, for deployment and solution development within Hotmail operations.

- Utilized Terminal Services for remote support, alongside tools like psexec and

ADS, ensuring seamless operational support and maintenance.

Project Consultant

ERP Staffing Solutions-Bradenton, FL

November 2005 to February 2006

- Contract for small data center installation, specializing in infrastructure recommendations, design, and implementation.
- Proficient in deploying Linksys infrastructure and Dell Servers with Frame Forwarding, Windows 2003, Active Directory, and router security configurations.
- Experienced in setting up SQL 2000 databases and MS Exchange Enterprise 2003/IGETMail Gateway for seamless communication between Canadian and US operations.
- Skilled in configuring IIS 6 web redirect servers to facilitate the smooth operation of WebPass across international operations.

Department Head

Sarasota Property Appraiser-Sarasota, FL

January 2003 to November 2005

- Led IT department managing property records worth \$3 billion, overseeing development and maintenance of critical Windows and vendor RFP systems.
- Managed departmental budget, optimizing resource allocation to support key initiatives while adhering to reduced budget requirements.
- Spearheaded technology acquisition and integration strategy for processing over 270,000 property records, enhancing the reliability of data transfers.
- Implemented data retention policies to ensure compliance with state law Sunshine requirements.
- Deployed upgrades and supported Windows Batch Scripting operations, enhancing system efficiency and performance.
- Developed organizational strategies to align with new budget constraints, ensuring operational continuity and efficiency.
- Enhanced corporate reliability by modernizing IS capabilities, doubling system reliability.
- Oversaw the execution and maintenance of Windows and vendor RFP systems vital for property record management.

Education

Master of Business Administration in Technology Management

University of Phoenix - Tampa, FL

Bachelor of Science and Business Administration in Management Information Systems and Operations Management

University of Arizona - Tucson, AZ

Skills

- NAT
- Access Logs
- Multi-Site/Global Operations Management
- Business Continuity Planning
- SDLC

- IaC
- Risk Assessment
- Project Timelines
- IAM
- ad campaigns (internet and print)
- WSUS
- Cloud Operations and Management
- SolarWinds Orion monitors
- ACL
- Technical Direction
- Security: Cisco ASA
- Azure and AWS Cloud Operations VCP
- Nimble SAN
- Firewalls Cisco ASA
- Websense/ForcePoint DLP
- IAM
- Bit9
- CloudWatch
- Ethernet
- Agile Project Management
- Offshore and Onshore Resources
- and Archer for eGRC
- Security Baselines
- Cloud Operations
- System Engineering
- Global Business Services
- Jira
- Information Technology Compliance and Governance
- CI/CD Practices
- Websense/Force Point DLP
- EBS
- CloudFront
- DNS
- LAN
- Familiarity with Sybase
- JavaScript
- ASP
- RIP
- PHP
- Data Architect

- FireEye
- Airflow Firewalls
- HTML
- Information Technology Services
- HP/Dell Servers
- OSPF
- Disaster Recovery Planning
- PHP
- PHP
- Prior Business Owner/Entrepreneurial spirit Enterprise Information Technology Leadership
- Web Servers
- WSO2 IDM
- HTML
- High-Level Strategic Planning
- Compliance and Governance
- Work Breakdown Structures
- FireEye
- Support Magic/Track-IT (Help Desk)
- Strategic Planning
- MSSQL
- MySQL
- CloudTrail
- CISCO IOS Routers and Switches
- AWS
- Team Building
- Thin Wyse Clients/Citrix
- Jscript/Vbscript
- Program Management
- RDS
- CloudTrail
- Client Security
- Jira Operations
- Auto Scaling
- Infrastructure Operations
- EC2. ELB
- Visio
- NSG/Security Groups/WAF
- Technology Business Strategy and Planning
- Cloud (IaaS/PaaS/SaaS)
- security groups

- Change Management
- GitLab
- Tidal Enterprise Systems (Task Automation/PowerShell) Additional media skills: Social Marketing (Facebook/LinkedIn/Twitter)
- Technical Project Manager
- AWS System, Network and Data Incidents
- Mentorship
- online ecommerce shopping.
- git and integrated Bitbucket with Jira and Confluence. Exposure: Snowflake
- Communication Skills
- Sybase
- XML Software: MS Project
- Certificates
- BGP Programming: PowerShell
- ASP
- Stack sets
- HIPPA Standards Operating Systems: Windows Server
- WAN
- Looker
- PowerShell
- End-to-End Solutions
- ASP
- Systems Administration
- JavaScript
- CloudTrail logs
- Oracle/Oracle RAC Protocols: TCP/IP
- Network Architect
- security groups
- CloudWatch
- Web 2.0
- Confluence
- Service Delivery Operations
- Security Engineer
- Advertising
- ServiceNow/Rainier
- Symantec Antivirus Enterprise & Corporate Ed
- Route53
- RDS (MySQL/PostgreSQL)
- Access Integrations
- Active Directory
- New Relic

- Google analytics
- ITIL Change Control Procedures
- VCP
- HTML
- Elastic IPs
- Statements of Work
- ACL
- Sourcing
- Risk Management
- Vendor Management
- SharePoint
- Cybersecurity Oversight
- NSG/Security Groups/WAF
- Cloud Computing
- Reliability
- Stack sets
- EC2. ELB
- Operating Systems Windows Linux
- SOX Compliance
- Enterprise support software: OpsRamp
- JavaScript ERP
- Integrated CloudWatch with SNS and Pagerduty
- Load Balancers
- Aruba Wireless Devices Azure
- national trade show design and implementation
- Meticulous Analysis
- eCAT
- Waterfall Project Management
- Data Integrations
- PostgreSQL Database Development
- Cloud Enterprise Health Notifications
- Teaching
- Nexus user management
- Crisis Management and Risk Mitigation
- Exchange server
- EBS volumes
- DevOps
- Fast Ethernet
- Multi-Site Operations
- DHCP

- SQL Base
- CloudFront
- Infrastructure Architecture
- Budgeting and Cost Control
- and RAID systems
- SQL
- Basic Linux Databases Management: S3
- Infrastructure Design and Implementation
- ADS
- S3
- Statements of Understanding
- Risk Mitigation Strategies
- NAT
- Confluence
- Team Leadership
- Teamwork
- Route53
- Cloud IaaS/PaaS/SaaS (AWS & Azure, VDC, Digital Ocean)
- Resource Management PowerShell
- Marketing

Links

<https://www.linkedin.com/in/dmeyers544>

Certifications and Licenses

AWS Certified Cloud Practitioner - Foundational

Certified Scrum Master

Azure Data Foundation