Services Delivery Manager - Infrastructure Engineer Services Delivery Manager - Infrastructure Engineer Services Delivery Manager - Infrastructure Engineer - Rolta AdvizeX Columbus, OH Experienced, motivated, and customer focused information technology professional with over 20 years of industry experience and a demonstrated history of working in the information technology and services industry. As a leader of both people and projects, I am seeking a position at a company with well-defined corporate ideals and a strong corporate culture that values technology, teamwork, personal and professional growth. Authorized to work in the US for any employer Work Experience Services Delivery Manager - Infrastructure Engineer Rolta AdvizeX - Columbus, OH 2014 to Present   Facilitate the success of managed services engagements in a variety of business verticals and size ranges from SMB to Fortune 500   Serve as single point of accountability for ensuring SLA/SLO, and contracted service obligations   Continually improve services and solution offerings to exceed customer expectations and market demands through a DevOps focus   Align resources to ensure predictable profitability   Lead and mentor a global team of engineers   Tier 3 support for Virtualization practice (VMware and Nutanix)   PowerCLI scripting   Plan and deploy monitoring solutions integrations (Nagios, SolarWinds, Cacti, What's Up Gold)   RedHat and CentOS Linux Administration   Ansible automation   Partner with internal groups (Sales, Professional Services) to establish cohesive support throughout the lifecycle of the engagement   Identify new business opportunities based on customer needs Technical Architect Rolta AdvizeX - Columbus, OH 2011 to 2014   Drove sales engineering efforts that included: ? Technical and visionary sales presentations ? Architecture and design discussions ? Complex proof of concept engagements ? Demonstrations and hands on training and education   Maintained role of trusted adviser while being product agnostic and holistically evaluating the proposed solution over the entire life-cycle of the infrastructure Consultant Rolta AdvizeX - Columbus, OH 2011 to 2011   Worthington Industries engagement   Remediated results of VMware health check across entire enterprise   Worked under Agile framework Senior DevOps Engineer inVentiv Communications - Westerville, OH 2010 to 2011   Planned, built, and managed toolchain consisting of Jenkins, Subversion, Jira, and Grails (Groovy on Rails).   Ubuntu Linux build and management   Managed development

VMware environment　　Agile software development Senior Systems Engineer Ohio Legislative Information Systems - Columbus, OH 2002 to 2010　　Suse Linux, Solaris, and OpenBSD administration　　Conceptualized and implemented Solaris virtualization project using Solaris Containers　　Installed, configured, and maintained Sun fiber channel storage and Brocade FC switches　　Wrote Bash and Perl scripts for various automation tasks　　Apache, MySQL, PHP, Tomcat, Jboss administration　　Oracle RDBMS Administration　　Standby database management Senior Staff Database Administrator Qwest Communications International, Inc - Dublin, OH 2001 to 2002　　Oracle RDBMS　　HP-UX Database Administrator Submitorder.com - Dublin, OH 2000 to 2001　　Oracle RDBMS　　Solaris　　EMC Symmetrix Storage　　SRDF replication from Columbus to Chicago Database Administrator Chemical Abstracts Service - Columbus, OH 1995 to 2000　　Oracle RDBMS Administration　　Sybase Administration Damage Control Petty Officer 2nd Class United States Navy 1986 to 1990 Education Bachelor of Science The Ohio State University - Columbus, OH 1993 Links http://linkedin.com/in/jason-mccoy-08bb933

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