

Systems Engineering Manager Systems Engineering Manager Systems Engineering Manager - Strayer University/Strategic Education Herndon, VA Highly motivated technology leader adept at building collaborative teams with both wide and deep skillsets to reduce the likelihood of IT silos from developing within organizations 25 years of infrastructure design and implementation experience in the technology, managed services and education industry with a focus on the deployment of products/tools that enable organizations to build competitive advantage Believes that teams and organizations must always be learning to build lasting strategic advantage over competitors. Lives this principle by leading by example Strives to establish data-driven systems of measurement to set the bar and then raise it over and over again to continually improve team performance Able to communicate about technology at all levels, whether deep in the weeds or at the big picture level of how and when the business can strategically utilize emerging technology to win

Work Experience Systems Engineering Manager Strayer University/Strategic Education - Herndon, VA March 2017 to Present Herndon, VA 3/2017-Present Strayer University is a for-profit U.S. based university headquartered in Herndon, VA. Strayer University has 4500+ staff and 48K+ students offering bachelor's and master's courses in 78 campuses across 15 states and online

Systems Engineering Manager Leading a team of 5 systems engineers and admins focused on uptime across Strayer University's infrastructure consisting of 2 datacenters, 800+ compute nodes, and 400TB storage. Additional areas of focus was expanding our footprint in the AWS cloud and leveraging Ansible automation to transform the IT departments ability to quickly deliver infrastructure resources to research and development divisions of the business such as AI Led the design, communication & rollout of new IT tools & products across the organization. Some examples: Citrix ShareFile - a hybrid cloud solution for file sharing and collaboration allowing for sensitive data to be stored on premises or in the cloud. Office365 was rolled out to our student body empowering students at all socio-economic levels to have free access to the MS office suite enabling them to be better learners. Pagerduty - an incident escalation system allowing for more robust incident management and resolution. Ansible Tower - an automation suite allowing for the automation of routine, time-intensive manual tasks allowing for staff to engage and learn new technologies such as

Amazon Web Services Was a leader in the reduction of datacenter costs by \$480K annually during hardware refresh cycles and a data center consolidation during a merger with Capella University. Also was a leader in the rapid integration of both companies IT tools/program suites resulting in a \$2 million combined cost savings due to the merger Reduced risk to the business by advocating for and establishing a testable/measurable disaster recovery process leveraging VMware Site Recovery Manager Continually improved the systems engineering team skill set by encouraging a mindset to learn unfamiliar technologies and develop new processes and tools to increase the agility of the IT organization. Sought out and acquired staff skilled in AWS Cloud & Ansible automation to accelerate Strayer IT capabilities to meet evolving business needs PAST EXPERIENCE Zayo Cloud Systems Engineering Manager Zayo Group - Ashburn, VA February 2015 to March 2017 Ashburn, VA 2/2015-3/2017 Zayo Group is a publicly traded international communications infrastructure services company with headquarters in Boulder, CO & London, UK. Zayo Group offers services such as data center colocation, managed private cloud and internet connectivity and operates a fiber network of more than 122K miles across North America and Europe with connectivity to 29K buildings, 11K data centers and 6k cellular towers. Zayo acquired Latisys, a company listed further below in my past work history Zayo Cloud Systems Engineering Manager Led a team of 11 systems/storage/data-protection/virtualization engineers in 11 datacenter locations across the US, Europe & Canada with a sphere of responsibility over a 100+ multi-tenant customer infrastructure with approximately 35 Storage arrays (6PB RAW), 19 Data Protection Systems, +1500 Dedicated Compute Servers, & +3000 Virtual Machines Directed the Zayo Cloud systems engineering team in the design and development of new private cloud platform installations in Frankfurt, Germany and Toronto, Canada allowing for Zayo to extend their global reach into the EU and Canada. Was a technical leader of integrating engineering processes and products enabling with the strategic acquisitions of Clearview International based in Dallas, TX and integration of 2 datacenters in Atlanta & Dallas due to an acquisition Collaborated at all levels of the business to meet the strategic goals of increasing Zayo Cloud division sales revenue by developing new cutting-edge managed services for consumption on our multi-tenant platform such

as object based storage & disaster recovery Was a change champion of the cultural transition during the Zayo acquisition of Latisys. Evaluated engineering staff for retention/dismissal and identified key direct-reports engaged in resistance to the change. Was able to convert some resistors, but also had to manage the replacement of key technical resources with fresh talent to improve team performance and cultural fit in the new organization

Systems Engineering Manager
Latisys LLC - Ashburn, VA January 2014 to February 2015 Ashburn, VA 1/2014-2/2015 Latisys was a private equity held company headquartered in Ashburn, VA that offered colocation and private cloud managed services to customers in 4 US cities - Denver, Ashburn, Chicago, and Los Angeles as well as internationally in London, UK. Latisys was acquired by Zayo in February 2015.

Systems Engineering Manager Directed a team of 12 systems/storage/virtualization engineers in 5 datacenters locations in the US & UK responsible for a 50+ multi-tenant customer infrastructure with a focus on new product development and customer quality of service to meet our strategic goal of increasing cloud sales revenue to be of overall revenue. As the colocation industry matured, Latisys saw increased competition in colocation as the service became increasingly commoditized. We were able to exceed that goal increasing cloud services sales from 15% to 60% of overall revenue meeting the strategic goals of the company. Vetted the technical skill & cultural fitness of system engineering candidates, growing the team from 9 to 12 engineers by evaluating skills gaps vs. current market demand. This resulted in the addition of engineers with deep skill sets such as virtualization, storage and data protection but also wide enough skill sets to be able to contribute across the entire infrastructure stack leading to an overall well rounded infrastructure team

Responsible for developing standards, best practices and automation for all systems engineering managed services Led the systems engineering team in developing new technical product offerings to customers such as private cloud, image level backups, disaster recovery as a service and a UK-based multi-tenant cloud platform which allowed for international expansion

Systems Engineer Latisys LLC - Ashburn, VA September 2011 to December 2013 Was a technical leader tasked with performing day to day operations of a private cloud managed service company consisting of 2700+ compute nodes serving 50+ customers in a multi-tenant environment Worked

across cross-functional teams to design, configure and deploy disaster recovery as a service for customers

Was a technical leader of all server/storage technologies within a multi-tenant physical & virtual server environment

Won Latisys Cup 2013, an award given yearly for outstanding contributions to the business

Enterprise Systems Engineer Consolidated ASCD's - Alexandria, VA November 2007 to September 2011

Association for Supervision & Curriculum Development, Alexandria, VA 11/2007-9/2011

ASCD is a non-profit professional association for teachers and educational administrators with 125K members from 128 countries. ASCD provides professional development and leadership in the educational space to its members that is committed to fostering academic achievement among K-12 students and beyond

Enterprise Systems Engineer Consolidated ASCD's existing server infrastructure from 80 servers to 23 using VMware which dramatically reduced complexity and increased the resiliency of the infrastructure.

Managed day to day technical operations of internal storage & compute consisting of 23 hosts, 230+ virtual nodes

Was the technical lead for an initiative that replaced ASCD's primary storage platform

Deployed ASCD's first disaster recovery process, enabling the organization

Senior Systems Analyst Greenberg Traurig LLC - Miami, FL October 2000 to July 2011

Miami, FL 10/00-11/07

Greenberg Traurig is an international law firm with headquarters in Miami, FL., 38 offices in the US, Europe, South America, Asia and the Middle East. As of 2018 it was the 14th largest law firm in the US with over 40 different law practice specializations and 2000 attorneys

Senior Systems Analyst Designed, configured and managed corporate wide tape-backup storage systems at 30+ nationally located remote offices, 2 European satellite offices and datacenter headquarters.

Assisted in the design, configuration, implementation & management of a 500+ server environment comprised of both virtual & physical systems which was used to support the operations of approximately 7000 users, & 3000 attorneys with 51 different practice specializations.

Designed, configured, managed and deployed LAN and server environments during the acquisition of new offices and office moves, including storage-area network and VMWare technologies.

Designed, configured, integrated and deployed server and network UPS battery-backup environment on a firm wide scale.

Performed back-end storage array migrations for VMware 2.x & VMware 3.x host systems with virtual machines

running file & print services, Exchange and SQL front-end applications while adhering the customer downtime limitations. Technical Systems Administrator Dimensions International - Alexandria, VA December 1998 to September 2000 Alexandria, VA 12/98-9/00 Dimensions International is a privately owned engineering services firm with headquarters in Alexandria, VA. Dimensions International was acquired by Honeywell in 2007 Technical Systems Administrator Responsible for configuration, management, deployment and support of network, server and user workstation environment located at company headquarters consisting of approximately 100 clients. Completed conversion of corporate office from Ethernet (10Mb/s) to Fast Ethernet (100Mb/s) LAN wiring and switch interconnectivity. Tasks ranged from punching down Ethernet at the wall jack and punch-down block, to switch selection and topology design. Systems Administrator ANVI/Quality Consulting Services - Tysons Corner, VA June 1996 to December 1998 Tysons Corner, VA 6/96-12/98 Quality Consulting Services is a privately owned government contractor IT-services firm with headquarters in Tysons Corner, VA. In 1997 they changed their name to ANVI Systems Administrator Responsible for up the uptime, health and efficient operation of all corporate IT systems Systems Administrator NCI Information Systems - Tysons Corner, VA June 1994 to June 1996 Tysons Corner, VA 6/94-6/96 NCI Information Systems is a government contractor providing services to multiple agencies within the government. I worked on contract as a government contractor supporting the Defense Logistics Agencies IT networks Systems Administrator Responsible for responding to support requests and performing physical repairs to network infrastructure such as hardware replacement and operating system troubleshooting Education Executive MBA Strayer University Jack Welch Management Institute - Herndon, VA 2018 M.S. in Electrical Engineering Florida Atlantic University - Boca Raton, FL 2006 B.S. in Electrical Engineering Florida State University - Tallahassee, FL 1998 Skills Infrastructure design, Deployment, AWS, Vmware, Linux, Active Directory, System Administrator, DNS, Cisco Certifications/Licenses AWS Certified Solutions Architect - Associate July 2019 to July 2022 AWS Certified Cloud Practitioner May 2019 to July 2022 VMware Certified Professional 6 - Data Center Virtualization Present Assessments Intermediate Spreadsheet Proficiency with Microsoft Excel

Highly Proficient February 2019 Measures a candidate's knowledge of intermediate Microsoft Excel techniques including effectively writing and applying conditional formulas. Full results: https://share.indeedassessments.com/share_assignment/xopoyz5st5bl9re5 Technical Support Skills

Expert February 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/97-i7mymnhwut7hs Supervisory Skills:

Interpersonal Skills Expert April 2019 Measures a candidate's ability to maintain productive team working relationships by identifying conflict and settling disputes. Full results: https://share.indeedassessments.com/share_assignment/azvs8fjtt8u6qonp Project Management

Skills: Budgeting Highly Proficient February 2019 Measures a candidate's ability to manage project budgets by appropriately allocating and monitoring financial resources. Full results: https://share.indeedassessments.com/share_assignment/ihjkdb-d0my1p2n1 Project Management

Skills: Time Management Highly Proficient February 2019 Measures a candidate's ability to prioritize and allocate time to effectively achieve project deliverables. Full results: https://share.indeedassessments.com/share_assignment/ynwwrxwjr84q-8f Teamwork:

Interpersonal Skills Highly Proficient April 2019 Resolving disputes, solving team problems, and understanding nonverbal cues. Full results: https://share.indeedassessments.com/share_assignment/p2r05mgrljj4nnfs Problem Solving

Highly Proficient February 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/vvvbyqzm3jhrx99j Active Listening

Expert April 2019 Actively listening and appropriately responding in conversations. Full results: https://share.indeedassessments.com/share_assignment/qo7zwh5mkds6iaic Management & Leadership Skills: Planning & Execution

Highly Proficient April 2019 Measures a candidate's ability to effectively plan and manage resources to accomplish organizational goals. Full results: https://share.indeedassessments.com/share_assignment/db-n3sekx8xvjzqi Supervisory Skills:

Directing Others Proficient April 2019 Measures a candidate's ability to motivate the performance

of others through feedback to identify improvements or corrective actions. Full results:
https://share.indeedassessments.com/share_assignment/tzxd1qhwtceaxvgt Attention to Detail
Proficient August 2019 Identifying differences in materials, following instructions, and detecting
details among distracting information. Full results:
https://share.indeedassessments.com/share_assignment/qdspjjiuba5mvm5 Indeed Assessments
provides skills tests that are not indicative of a license or certification, or continued development in
any professional field.

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