JAMES N. PAVIA

85 Arrowwood Place | Stratford, CT | 06614 | jpavia@optonline.net | 203-612-0900

SUMMARY

■ Proven ability to lead and motivate high performance teams.

■ Over 20 years of experience in global, .COM, 24x7 mission critical environments, with a broad background in datacenter & cloud infrastructure offerings and technologies.

■ A results driven leader with demonstrated success in the support of large-scale high availability platforms for a number of various industries.

■ History of building business aligned enterprise infrastructure and systems including Business Continuity and Disaster Recovery strategic planning.

CERTIFICATIONS AND TRAINING

■ General Electric IT Leadership Program

■ Six Sigma Green Belt Certified

■ ITIL v3 Foundations

■ Cisco Data Center Infrastructure Design Specialist

EDUCATION

SACRED HEART UNIVERSITY, Fairfield, CT
Bachelor of Science, Major: Computer Science

SELECTED ACCOMPLISHMENTS

- Recognized as a problem-solver, an innovative infrastructure professional who strives to create the best solution and to produce world-class infrastructure, a hands-on type IT manager whose advanced accomplishments are the result of collaboration, commitment, efficiency, and passion.
- Participation in various vendor advisory forums and conferences. Selected as panel member 2018 HPE Discover conference. Interviewed for industry publication as subject matter expert.

Areas of Expertise

- Strategic / Tactical Planning
- Organizational Design and Development
- Capital Budgeting and Planning
- Contract Negotiation
- Best Practice Policies and Procedures

- IT Operations / Change Management
- Six-Sigma / Process Improvement
- IT Merger / Acquisitions / Consolidations
- IT Recruiting and Team Building
- Staff Development and Supervision

PROFESSIONAL EXPERIENCE

KUEHNE+NAGEL, Naugatuck, CT & Jersey City, NJ   *2017-present*
VP, Global Infrastructure IT Americas

■ Responsible for enterprise data centers and infrastructure supporting 297 locations across the U.S., Canada, Mexico & South America which support $25 billion dollar freight forwarding and logistics division of Kuehne + Nagel.
■ Manage and direct 46 team members on day-to-day mission critical IT activity, as well as, supporting (.com), information security and acquisition integration across the organization.
■ Provide visionary role in information technologies and aligning IT objectives and programs with the companies goals through the development and execution of strategic technology roadmaps.
■ Led efforts implementing new SD-WAN solution, automation and micro segmentation to create software-defined data center secure zones for cloud deployments allowing isolated workloads and meeting strict standards for external security requirements.
■ Spearheaded cloud adoption and digital transformation cutting new app/workload deployment time by 40% using building blocks around:
- Red Hat Enterprise Linux
- Docker Containers
- Openshift

■ Introduced smart building innovation technology incorporating PoE lighting in new construction office renovation model, project(s) incorporated IoT capabilities for lights, sensors, and other devices for new digital ceiling infrastructure.
■ Drove Big Data and Predictive Analytics using Hortonworks to identify and prevent potential downtime in systems and architecture, initiative allowed $475K cost reduction.
■ Managed several key acquisitions integrating multiple data center heterogeneous computing environments into standards-based environment saving over $2.2MM annually, including the merging of all IT Operations.
■ Worked with HR and the IT leadership team to develop an I&O "Devops Talent Strategy" to align with the current and future business and IT strategy.

- Adopted new techniques and practices incorporating Agile methodology for infrastructure to complement organizational demands.

■ Manage budget oversight of $33M

UNITED BANK, Glastonbury, CT   *2015-2017*
Vice President, Head of Infrastructure Services

■ Lead strategic oversight and management of 16 individuals that provide support and design services for all applications, cloud and infrastructure architecture, security, network, voice and call center technologies, messaging, storage, load balancing and virtualization in a diverse regulated financial services environment.
■ Shared Service Infrastructure/Charge Back Initiative: Designed and implemented new service delivery model for business that included chargeback cost centers, pricing model strategy and dashboard/reporting for cloud/virtual environments.

- Showed consumption of resources (CPU, memory, network and storage) by internal business units
- Highlighted detailed view of Virtual/Cloud components that are driving IT costs

■ Disaster Recovery/Datacenter Colocation: Conducted RFP process to select colo-datacenter managed service provider with expected savings of $2MM over 5 years. These new services are intended to deliver more agility, strategic alignment and competitiveness through IT transformation.
■ New Call Center: Drove new call center redesign and implementation. Initiative improved customer service option's, showed $250k in incremental savings and standardized and updated new voice, data and customer reporting platforms.
■ Cloud/Hosted Offerings: Designed with Microsoft, O365 Exchange and Lync offering using Active Directory Federation Services to meet compliance and regulatory design considerations. Project allowed seemless service from Windows Phone, tablet and desktop.
■ Developed a new IT Governance Council focused on educating key business owners to improved service delivery and IT investment decisions.
■ Manage budget oversight of $16M

MASONICARE, Wallingford, CT   *2012-2015*
CTO/Chief Architect

■ Head all information technologies groups and align IT objectives and programs with the companies goals through the development and execution of integrated ITSM landscape, based on best-practice processes, disciplines and related toolsets..

- New Datacenter Project: Designed, configured, and implemented a highly available and redundant data center location utilizing virtualization and service provider offerings for business continuation.

- New WAN Implementation: Designed and implemented new dual-provider WAN offering for

  redundancy and bandwidth upgrade. Implemented new standard Cisco 38xx switch model for VoIP design.

  Optimized routing on Cisco 29xx platform for multi-protocol implementation.

- Sharepoint Public/Private: Launched custom SharePoint initiatives for new marketing campaign revitalizing internal and external web platforms.

■ Act as senior management liaison directing staff and initiatives for all infrastructure projects and deliverables.

■ Align with PMO office to create architecture project deliverable solutions based on clear definition & requirements adhering to architecture principles.

■ Drive and deliver results for budget oversight of $11M.

SABIC/GENERAL ELECTRIC COMPANY (GE Plastics), Pittsfield, MA   *2011-2012*
Consultant, Global Infrastructure (Consultant Role)

■ Oversee design and adoption of architecture that build roadmaps for data center, network, voice, server and storage infrastructure initiatives across global business units.
■ Drive strategy and process to deliver high quality solutions and designs for converged, virtual, high-availability infrastructure using Cisco network and complementing technologies in the following areas:
■ CONVERGED NETWORKING/DATA CENTER OPTIMIZATION & CONSOLIDATION
- Provide design of core and distribution layer networking media based on Cisco 7000 Series product line, protocols and vendor recommendations across the enterprise.
- Implemented standard Cisco Nexus 7000 & 5000 design to facilitate cohesive multi-tier migration of data and storage environments.
■ VIRTUALIZATION
- Worked with server team members on Physical-to-Virtual plan that includes application development and external customer facing infrastructure to reduce datacenter footprint and power costs.
- Produced full process and supporting documentation to drive VMware Server technologies into the global production network environment.
- Provided new TCP/IP subnet migration plan for server disaster recovery and business continuity.
■ STORAGE
- Utilized Cisco Nexus 5000 series switch to design new FCoE network with storage team, iniative reduced cost in hosted datacenter by 35% and simplified cable management.
- Engineered new Nexus 4000 Series technology into HP blade server network edge to providing cost effective migration path from 1GbE to 10GbE and FCoE while reducing TCO with simplified management and reduced cabling costs.

Aetna Inc., New York, NY (Active Health Management, Subsidiary of Aetna Inc.)   *2005-2011*
Vice President, Enterprise Infrastructure

■ Oversee 8 person technology team responsible for defining framework and engineering of network, voice, Active Directory, MS Exchange and Red Hat Linux Enterprise ORACLE database infrastructure services that support external clients and internal business unit needs for Application Service Provider subsidiary of Aetna, Inc
■ Provide road-maps and deliver high quality solutions for converged, virtual, high-availability infrastructure technologies.
- Acted as lead for data center consolidation and re-design team with security architecture disciplines, to develop new designs and services for simultaneous phased network and server relocation activities using virtualization technologies.
- Utilized Cisco NX-OS platforms and OTV (Overlay Transport Virtualization) for Layer 2 extension of PREPROD and STAGING environments across datacenter environments
- Collaborated with Microsoft and server team on new IP services for VMWare vSphere virtual server offerings consolidating physical devices and cutting costs on power consumption by 47%

■ Consolidated datacenter footprint from 6450 sq. ft to 1280 sq. ft with new extended services and greater flexibility.
■ Introduced new IPv6 sandbox segments for application and infrastructure testing and POC exercises, this includes mock field office location to test IPv6 services across WAN.
- Delivered project 60 days ahead of schedule with a cost savings of $550k.
■ Completed redesign of field-office network location's providing updated Cisco LAN/WAN technologies and network resiliency, as well as new VoIP voice services
■ Head all vendor and service provider relationships including selection and implementation for all infrastructure components and ensure high availability with strict adherence to SLA's.
- Global vendors and service providers include: Cisco, HP, MCI/Verizon, AT&T, VSNL, ChinaTel, IBM, Infosys, Accenture and HTMT.
■ Align with PMO office to create architecture project deliverable solutions based on clear definition & requirements adhering to architecture principles.
■ Collaborate with the Business Relationship Managers to understand Service Strategy and Business Unit goals and priorities.
■ Responsible for budget of $10.3 million.

Aetna Inc., Hartford, CT   *2005-2011*
Director, Infrastructure Services

■ Lead a team of 6 infrastructure professionals in a 24x7 distributed global environment consisting of: 202 offices, 5 Data Centers, and 30 Call Center locations ensuring optimum performance for a $2.9 billion diversified health care company.
■ Responsible for architecture and engineering of public & private converged network (LAN/WAN), VoIP designs, AD, Storage and Server strategies, as well as messaging and virtualization that meet strict budget requirements and strategic business needs.
- Oversee the design and development of all new infrastructure technologies introduced into legacy systems and new service(s) implementations.
■ Drove implementation of international RFP for WAN providers, resulting in upgraded services giving guarantee for Voice-over-IP as well as strategic new hub site and a decrease in operating cost by 32%.
■ Lead all efforts in business alignment and oversight for Infrastructure Acquisition Integration.
- Successfully streamlined and led 4 integration initiatives, resulting in one time cost savings to the business across all projects of $678k.
■ Provide performance monitoring and examine techniques, to determine appropriate modifications for capacity planning and enhanced efficiency on a company wide basis.
- Have increased availability for global infrastructure to 5.8 Sigma, with added capabilities and consistent performance for all customers.
■ Interface with senior management and business units to align projects to business goals and drive best practice and standards across the division and company.
- Deliver oversight in project management including driving plans and schedules, interfacing with vendors, training personnel and the acquisition of hardware/software.
■ Manage vendor and service provider relationships including selection and implementation for all Infrastructure components and ensure high availability with strict adherence to SLA's.
- Major vendors and service providers include: Cisco, F5, HP, MCI/Verizon, AT&T, VSNL, ChinaTel, IBM, Infosys, Accenture and HTMT.
■ Work with Business Continuation Services to ensure disaster recovery policy and data integrity are kept at highest levels.
■ Managed budget of $5.7 million.

GENERAL ELECTRIC COMPANY (GE Supply Division), Shelton, CT   *2001-2005*
Global Leader Internetwork Services

■ Responsible for Global Enterprise Network of 180 locations including 3 Data Centers across the U.S., Puerto Rico, Mexico and internationally which support $2.3 billion dollar division of General Electric Company.
■ Manage and coordinate 7 team members on day-to-day mission critical IT activity, as well as, supporting (.com) environment, and Technology & Acquisition Integration across entire organization.
■ Proficient knowledge in both architecture and operations of the following IT Infrastructure functional areas:
   - Converged Data, Voice and Video Network
   - Data Center

■ Conduct Financial Cost Benefit Analysis on all network integration and consolidation opportunities and initiatives.
   - Managed budget of $13.2 million.
■ Provided hands-on capabilities in implementing secure, redundant, and highly available network technologies that bring "value" to the business, as well as, build sustainable competitive advantage.
■ Ensured all project tasks are accomplished accurately, on schedule and within budget.
■ Saved GE $470k on legacy network costs with network redesign and consolidation; The exercise also improved quality of service and bandwidth efficiency.
■ Reduced potential security threats to GE Supply network with the elimination of local ISP services and firewall/VPN redesign, which showed return to business of $185k in per annum costs.
■ Headed initiatives which decreased professional fees and expenses 11% by moving resources off-shore without sacrificing service levels and productivity.

REFERENCES

Personal and professional available upon request.