

JEFFREY A. WALKER

🏠 2078 Autumn Ridge Way, Waverly, Alabama 36879 ☎ 334.663.2703 ✉ Jeff.walker.75@gmail.com

QUALIFICATIONS PROFILE

Detail-oriented, systematic, and performance-focused professional, with in-depth knowledge of technical software operations, project management, and troubleshooting techniques essential in implementing optimization efforts within diverse technical industries. Equipped with expertise in technical installation and configuration and system update and restoration, along with well-honed analytical and problem-solving skills, necessary in overcoming challenges.

AREAS OF EXPERTISE

*System and Operations Monitoring
Network Security and Firewalls
Client Retention and Development
Data Recovery and Administration*

*Cross-Functional Leadership and Training
Continuous Process Improvement
Business Process Optimization
Regulatory Compliance and Standards*

PROFESSIONAL EXPERIENCE

SYNOVUS FINANCIAL CORPORATION – COLUMBUS, GA

Director, IT Production Operations

2017–Present

- Direct and strategy of all daily operational activities of the IT Production Operations Department, while providing technical solutions to enhance critical operations of the IT Department. Including Production Application Support, File Transfer, Enterprise Monitoring and Log Management, Middleware, Database Operations, Infrastructure Management, and Disaster Recovery.
- Managing department strategic roadmap to continuously support overall business goals and objectives.
- Constant Development and implementation of policies and procedures to enable strong security, change and risk management, and mitigation process.
- Administration and Management of disaster recovery and business continuity logistics within the department and with IT and Business partners.
- Development and Implementation of 24x7 IT Operations and Support for a Financial Services Institution.
- Implementation of a process to gather customer feedback for instant service enhancement in collaboration with the Production Operations Team.
- Management of KPI's and Time Tracking to make recommendations for service levels and staffing in line with the business needs.

CAREER HIGHLIGHTS

- *Exemplified technical expertise and leadership:*
 - *Global update of Online and Mobile Banking application affecting over 250K Account Holders*
 - *Remediate all open SOX/PCI/Internal Audit issues for the production IT environment*
 - *Institution of new processes around privileged access and permissions to server and application infrastructure*
- *Team Recognition for Exemplary Customer Service and Adherence to SLA's.*

Production Application Support Manager | Monitoring Manager

2016–2017

- Design and maintain the certificate management process for new and existing applications companywide.
- Creation of Production Support transition process for applications and infrastructure moving into production.
- Effective supervision of application engineers and analysts, which support the production applications for financial institution.
- Documentation of and Updates to impact and resource dependencies, while acting as an active member of financial institution pre-change and change advisory committee.

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- Utilization of SDLC and ITIL in dealing with the streamlining of application, while collaborating with various teams.
- Training and Leadership of Team members, accountable for prompt response to customer concerns and incidents.
- Design and Implementation of daily business checks on every major application area and coordinating with the business managers in dealing with incidents and problems in the area of an application.

CAREER HIGHLIGHTS

- *Managed the members of the Production Application Support Team, thereby improving the turnaround of root-cause analysis, reducing submission time, and developing content.*
- *Led and initiated the company's Problem Management System, while ensuring the adherence to the team with the process.*
- *Brought significant contribution to the company, which led to the process improvement, issue reduction, and ticket escalation process being communicated to Leadership and SR Leadership.*
- *Created enterprise monitoring strategy; and enterprise monitoring portal, thus enhancing application performance and infrastructure availability.*

HYUNDAI AUTOEVER AMERICA – WEST POINT, GA

Client Services Manager | Senior Windows Server Administrator

2014–2016

- Provided leadership and management to different client services teams with ISO 27001.
- Oversaw various areas of the business, and supervise the Client Services, Security, Network, Windows Servers and Help Desk teams.
- Handled multiple tasks, which included the daily reporting of project, tasks, and IT environment status.
- Interfaced with end users in processing tickets verification in a timely manner, thus gaining their trust and satisfaction.
- Developed and implemented Windows Server Infrastructure for all areas of the business.
- Promptly identified and addressed end users' issues through designing and execution of a survey system, consequently increasing overall score of Kia Motors Manufacturing Georgia (KMMG) team member staff.
- Performed IT Audits on The HKMC Affiliates across the Southeastern United States, which entail network, facilities, MES, security, and infrastructure in alignment with Kia Motors Manufacturing Georgia (KMMG) standards.
- Supported the top tier Windows, Virtualization, Exchange, SQL, and other support issues.
- Contributed insights to MES Team in managing and monitoring Windows Server Administration.
- Administered all top-level support incidents in relevance with the windows infrastructure at KMMG.

CAREER HIGHLIGHTS

- *Exemplified technical expertise in managing multiple projects of KMMG, including:*
 - *Restructuration of all KMMG workstations from Microsoft Windows XP to Windows 7*
 - *Organization of IT audit to all Kia and Hyundai motors' vendors across Southeastern United States*
 - *Streamlining of KMMG server and storage environment*
 - *Improvement of Active Directory environment from Windows Server 2003 to Windows Server 2012*
 - *Enhancement of Microsoft Exchange environment from Exchange 2003 to Exchange 2010*
 - *Development of documentation for network, server, security, and workstation environment*
- *Gained recognition as the Hyundai AutoEver Employee of the Quarter in Year through exemplary performance.*

AUBURN UNIVERSITY-COLLEGE OF ENGINEERING – AUBURN, AL

Information Technology Specialist VI

2004–2014

- Mentored and managed junior technology specialists and student staff members.
- Participated in the streamlining of the college's interaction with the domain, which entailed drafting and maintaining GPOs and other customizations to improve end user experience while decreasing network and data security risks.
- Pioneered the development of patch management solutions for the college.
- Displayed technical skills in designing vast majority of systems for efficient recording and delivery.
- Determined the needs of professors and students, while taking charge of distant students across the globe.

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- Negotiated favorable terms and prices of necessary equipment with vendors to meet individuals' need.
- Assumed responsibility in developing laboratory images for the College of Engineering before the beginning of each semester, which included initiating tests for the new software and collaborating with professors to ensure that the changes are aligned with expectations.
- Rendered effectual assistance to faculty and staff in determining and addressing issues, including virus removal, software installations, and new configurations.

CAREER HIGHLIGHTS

- Systematically designed and oversaw an online education platform for the College of Engineering and Business, thereby gaining 6th rank in the nation for United States News and World Report of Online Graduate Degrees.
- Received Auburn University Spirit of Excellence Award for demonstration of outstanding performance.

ACCESS INTEGRATED NETWORKS – MACON, GA

Senior Network Infrastructure Administrator | Engineer | Network Manager

- Supervised wide range of team, such as helpdesk, security, network engineers, PBX administrators, and Windows server engineers.
- Created and implement Windows Server Infrastructure for all areas of the business.
- Took charge of business continuity planning and testing, as well as the email servers and content filtering.

CAREER HIGHLIGHTS

- Exemplified technical expertise in managing multiple company's projects, including:
 - Migration of Active Directory to NT 4.0;
 - Implementation of Avaya phone system from Legacy Systems;
 - Development of a Mom's at Home Call Center Solution;
 - Round-the-clock administration of phone company operations;
 - Management of business process improvement and KPI monitoring for IT Department
 - Observation of adherence to SLAs across the organization

EARLIER CAREER

Adjunct Professor

MIDDLE GEORGIA TECHNICAL COLLEGE – WARNER ROBINS, GA

Network Systems Engineer

AMERICAN CONTROL SYSTEMS – MACON, GA

EDUCATION

Bachelor of Science and Information Technology, Specializing in Networking | Macon State College – Macon, GA

Associate of Arts | Macon State College – Macon, GA

CREDENTIALS

Microsoft Certified Systems Engineer in Windows 2000 (*Microsoft Early Achiever Award Winner*)

CompTIA Network +; CompTIA I-net +; CompTIA A+; and CompTIA Server +

Cisco Network Associate Certification | Cisco Network Professional Certification

Microsoft Certified Database Administrator | Microsoft Certified Systems Administrator

Cisco Certified Design Associate | Project Management Certification

Witness Certified Server Infrastructure Administrator | Witness Certified Application Administrator

TECHNICAL ACUMEN

Tools and Platforms	Microsoft Office Suite Fluke Net-inspector Software Sniffer Pro MobileIron Lotus Domino Notes R5 Microsoft Exchange 2003–2010 Microsoft SQL Server 2005–2012
Video Editing Software	Camtasia Adobe Premier Windows Media Encoder
Operating System	Windows Novell

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PUBLICATION

Walker, J. (2009). Solar cycles risk to the wireless industry. *Journal*: Barcelona, Spain: International Association for Development for Information Society.

PRESENTATION

Walker, J. (2011). *Distance learning one university's solution*. Conference for Industry and Education Collaboration, San Antonio, TX.