**Donn Westerhoff**

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**Profile**

**Senior Information Technology and Telecommunications Executive**

Providing strategic vision and direction for the design, development, and delivery of advanced enterprise solutions.

**Technology Leader, Solutions Architect, and Change Catalyst** with demonstrated success developing and implementing strategic plans to improve government and corporate computing environments, serving clients in North America, Latin America, Europe, and the Middle East. Proven ability to assess business needs and recommend appropriate technology solutions. Forward-thinking change manager recognized for the ability to step into any situation and get results. Experience leading technology transformation projects up to $280 million, managing operating budgets up to $20 million, and supervising teams ranging from 60-170 people.

**Leadership Strengths**

IT Strategy and Governance | IT Infrastructure and Architecture | Global IT Leadership | Customer Relationship Management

Systems Engineering | Software Development | High-Level Technical Project Management | C-Level Communications and Presentations

Agile and Lean Operations Management | P&L Accountability | Budget Management | Financial Reporting | Data Analytics

IT Department Turnaround | Change Management | Continuous Improvement | Performance Metrics | KPI Reporting | Data Management

**Technical Strengths**

Telecommunications and Data Communications | Cloud, Mobile, and Web Solutions | Routing and Switching Infrastructures Enterprise Desktop Environments | Configuration Management | ITIL and COBIT Implementations | Emerging Technologies Cybersecurity | Asset Management | Business Continuity | Disaster Recovery Planning | Regulatory Compliance

**Experience**

Akima, LLC Herndon, VA **Chief Technical Officer – Mission Systems Engineering Technology Group** April 2018 – Present Provide IT consulting and engineering services to federal and DOD entities for Akima, LLC—an Alaskan native-owned defense and federal

contractor with 4,500 employees worldwide and $1.9 billion in annual revenue.

Global IT Operations and Thought Leadership: Provide technical oversight of $368 million technical portfolio and service delivery improvement for 13 operating companies. Oversee performance of 171 employees in network operations, help desk/tech support, customer service, engineering, software development, and web development. Brief the DCIO regarding continuous improvement of DEA’s global network management, supporting 300 domestic offices and 90 international offices.

Change Management / IT Service Delivery Improvement: Selected for 6-month assignment to turn around failing DEA contract. Resolved contract performance issues within the first 90 days. Defined priorities and redesigned/rebuilt network operations to ensure 24/7 network monitoring. Restructured tiered reporting, provided complete asset accountability, forged and maintained strong customer relationships, improved critical metrics, closed all overdue items, and successfully positioned Akima for re-award of $89 million contract.

Digital Transformation: Led migration of 1,200 network servers to a cloud platform. Maintained 420 routers and transport devices.

Cost Controls: Reduced software licensing costs by $100,000 annually through the design/implementation of an integrated network management system using ScienceLogic, Flexsera, and Service Now. Provided cost analysis and negotiated with vendors.

Systems Engineering / Network Administration / Asset Protection: Restructured IT service delivery. Established asset management accountability (network management thresholds, KPIs, and alerts) to ensure data accuracy and near real-time reporting of asset status.

IT Security Planning and Implementation / Change Management: Mentored project manager and directed turnaround of Air Force Zero Stack program. Remediated cybersecurity deliverables, meeting all requirements within a 3-week turnaround. Currently detailed to DEA Aviation Division to remediate daily IT operations.

Solutions Architecture and Business Development: Created solutions and proposal responses for $27 million satellite communications project.

SRA/CSRA/NES (now General Dynamics Information Technology) Tampa/St. Petersburg, FL

**Technical Director, Defense** November 2012 – April 2018

**Directed corporate initiatives and IT projects for customers** of CSRA—an information technology company that provides solutions for national defense and federal government entities. General Dynamics Information Technology (GDIT) acquired CSRA for $9.7 billion in 2018.

**Managed annual operating budgets up to $20 million.** Ensured compliance with all IT Service Management (ITSM) disciplines and

business unit processes. Collaborated with IT Client Services, Operations, Applications, InfoSec, and Enterprise Planning and Controls teams, focusing on service delivery, emerging cloud technologies, and change management.

**Provided direct supervision of high-performance computing programs** with coordination and guidance of 68 team members (primarily programmers and software developers) across 4 states (OH, MS, AL, and FL). Conducted network audits and vulnerability analyses. Led remediation teams, deployed upgraded systems, and ensured process compliance. Oversaw posting of metrics, reports, and performance data in SharePoint and sent documentation to executive leadership.

**CSRA Projects**

Enterprise Solutions Development / Digital Transformation / Program/Project Management

Key contributor to technical roadmap, solutions architecture, and proposal response that won a $498 million, 10-year contract for the design and build of milCloud solution for the Defense Information Systems Agency.

Managed $20 million operating budget and 52 technical personnel across 3 states in the development/implementation of high- performance computing program supporting the scientific research community.

Administered $8 million operating budget and managed 11 technical personnel supporting US Forces in Afghanistan.

Supervised 5 software/web developers in $3 million drone logistics training project supporting 5,000 end users.

Led 11-person team in the creation/launch of mobile application for U.S. Army Core of Engineers’ construction projects.

Directed 2 software development projects supporting geospatial portals valued at $2 million.

**SRA International Inc. Projects (Formerly Systems Research and Applications Corporation)**

IT Strategy and Governance / Technical Leadership:

Met with CTO of FDIC to assess needs and develop a remediation plan. Tasked with rebuild of IT/Telecom Engineering Services, achieving success rate of 95% operational acceptance for IT insertions.

Rebuilt IT service desk/tech support desk for $10 million coalition network systems project for USEUCOM and USAFRICOM.

Initiated and completed storage systems rebuild and implemented network management tools and processes.

Supervised 7 engineers in 3-month project to rebuild and secure IP telecommunications networks for U.S. National Guard.

Led 8 engineers in $3 million IT/engineering project to create mobile IT services for USACE’s data center in Portland, OR.

IT Project Management for Tiered Service Provider: Worked at Network Operations Center providing 24/7 response for crisis and network outages. Supported organization to ensure delivery of critical services/functions to sustain real-time operations.

Turnaround and Change Management:

Service Delivery Improvement: Sent to Germany to remediate a failing service program in 4 months. Sourced resources, formed teams, and led initiatives to resolve performance issues in only 3 weeks and closed out 1,100 service tickets. Coached technical staff in rebuild of Remedy ticketing system.

Move of Coalition Networks: Assembled and directed a team of 7 engineers in the relocation and rebuild of a secure coalition network consisting of transport, computing, and storage devices, with telecom connectivity to 40 coalition nations. Completed the

2-month transition in only 42 days with minimal impact on government resources.

Business Development: Key personnel for Systems Mobility Information Transport System proposals and presentations, resulting in a win of re-compete for the program valued at $22 million.

**NES, LLC Projects**

Business Development and Telecom Solutions Architecture: Developed technical solutions, wrote RFP response, specified functional tasks and position descriptions for staff, which contributed to winning $20 million Okinawa Telecom contract and $15 million Kwajalein Telecom contract.

Primal Innovation Technologies, LLC (Entia Ventures) Lake Mary, FL

**Director of Technology** May 2012 – November 2012

Served as SME for the design of IT systems supporting public safety, emergency management, telephone, voice/data communications, data center and desktop implementations, routing and switching infrastructures, and desktop/mobile applications for customers of Primal Innovation—a $53.21 million defense and federal contractor. 4QTRS Holdings acquired PI in 2012 (PI and 4QTRS are now a part of Entia Ventures’ portfolio).

Product Development and Commercialization: Co-developed and launched a mobile application using commercial off-the-shelf technologies to support disaster assessments for public entities, which allowed efficient electronic filing of FEMA assistance requests.

Client Acquisition and Business Development: Authored responses for RFPs, resulting in Public Safety Access Point design and support.

Industry Leadership: Participated in both National Emergency Numbering Association (NENA) and Association of Professional Communications Officers (APCO) workgroups for Next Generation E911 standards and specifications. Participated in the Florida E911 committee.

Salient Federal Solutions (now Salient CRGT) Tampa/St. Petersburg, FL

**Director of IT and Telecommunications** June 2011 – May 2012

Led information technology and telecommunications initiatives for Salient Federal Solutions (now Salient CRGT)—a $500 million technology company based in Fairfax, VA, with 22 offices in 270 global locations and 2,000 employees worldwide. Salient CRGT provides health, data analytics, cloud, agile software development, and mobility, cybersecurity, and infrastructure solutions for federal civilian, defense, homeland, and intelligence agencies as well as Fortune 1000 companies.

Strategic Planning & Execution / Technical Oversight: Led the United States Marine Corps E911 initiative at Quantico.

Project Leadership: Managed the deployment, monitoring, maintenance, development, upgrade, and support of all Mass Notification and IT systems, including servers, PCs, operating systems, hardware, software, and peripherals for 12 marine installations in the Pacific. The Mass Notification system provides alerts in the event of natural disasters, inclement weather, and other emergencies.

Client Interfacing and Customer Relationship Management: Facilitated client meetings and worked with stakeholders to define business and systems requirements for existing and new technology implementations.

USCENTCOM, CCJ6 Directorate – Operations and Networks MacDill AFB, FL

**CTO-CCJ6, Civil Service-GS-0391-14, Supporting Operations in Middle East and Northern Africa** October 2002 – June 2011

Worked as a civilian serving as CTO, Communications Supervisor, and Systems Engineer for the design/delivery of strategic technology and communications solutions to support geographically disparate enterprise networks for U.S. military warfighting and contingency operations. Managed optimization/upgrade initiatives within Telecom/IT divisions, including TDM voice, voice over internet protocol (VOIP), satellite communications, and internet protocol (IP) infrastructure and desktop/mobile app support. Supervised and evaluated 50 direct reports.

IT Leadership: Member, DOD’s Network Management Board. Contributed to developing network management standards. Chaired the

USCENTCOM’s Engineering Group’s meeting. Gained consensus to create a single, secure email/sign on for theater ops end users.

IT Service Delivery: Oversaw $280 million IT services contract, ensuring delivery of critical user applications and services to corporate staff of 2,200 people.

Business Development: Contributed to RFI/RFP development for vendor and solution selection. Key participant in source selection.

Recognition: Received Air Force Performance Award (2006) and Air Force Award for Exemplary Civilian Service (2005).

**Additional Relevant Experience**

Senior Telecom Systems Engineer, Verizon Data Systems | WAN Engineering Lead for $200 million Federated Department Stores’ systems engineering program, supporting 400 retailers. Previous professional roles included Telecom Systems Engineer at Convergent Communications, Intermedia Communications, and MCI Telecommunications and Communications Supervisor, U.S. Army.

**Education**

**Master of Science in Telecommunications,** University of Denver, Denver, CO

**Bachelor of Science in Information Technology, Networks, and Telecommunications,** University of Phoenix, Tampa, FL

**Certifications and Professional Development**

Chief Technology Officer Certification, Framingham State University, 2019

CompTIA Security +, 2015 – 2021

Amazon Web Services (AWS), Certified Solutions Architect, Associate Level 2018

Cisco Certified Network Associate (CCNA), 2018

Information Technology Infrastructure Library (ITIL), v3 Intermediate, EXIM, 2015 (No expiration) Project Management Professional (PMP), Project Management Institute (PMI), 2008 – 2021

Senior Leadership and Management Program, Federal Executive Institute, 2006 – 2007

General Radiotelephone Operator License, Federal Communications Commission, 2000 (No expiration)

**Technologies**

Routing and Switching Infrastructures (Cisco, Juniper, Brocade) Operating Systems (Microsoft Windows, Linux, UNIX, Solaris)

Server and Data Center Systems (Cisco UCS, HP, Dell, Sun, Sparc) Cloud Services (AWS, Azure, Cisco)

Storage (HP, MC, NetApp)

Virtualization (MS, VMWare, Nutanix, ESX, ESXi)

Desktop Environments and Apps (Windows, RedHat, MS Office) VOIP (Cisco, RedSky) | Web Portals & Apps (SharePoint, WEB2.0)

Network Mgmt. Platforms (ScienceLogic, Flexsera, Service Now, Solar Winds)

**Clearances**

Active Top Secret with SCI Adjudicated Jan 2014, DOD CAF Position of Trust Adjudicated May 2013, FDIC

**Community Involvement**

Assistant Scoutmaster, Scouts USA, Boy Scout Troop 665, Lithia, FL American Radio Relay League, Amateur Extra Class Operator, KX4LI