**Enrique Azoy**

**INFORMATION TECHNOLOGY LEADER**

Proven ability to shape IT performance and responsiveness to business needs with prominent contributions to customer satisfaction, solution architecture and cost control. Performance-focused **Information Technology Strategist** with over 15 years experience adept at bridging organizational levels and delivering results. Noted for the ability to lead design, development, and implementation of complex, reliable, and scalable systems in support of core business objectives. Highly successful in solving business issues while delivering applications, infrastructure and reducing costs and risks. Solid Management skills, capable of leading and motivating individuals to maximize levels of productivity forming cohesive team environments.

* **Identified as key IT leader** after turning around department performance and stabilizing infrastructure services to achieve 100% compliance with SLAs.
* **Reduced IT expenditures** by $2.5M annually by negotiating several key maintenance contracts
* **Oversaw solution architecture, information security** and IT Operations within a $20B company and spearheaded team responsible for e-commerce system generating over $2B in revenue per year.
* **80% reduction in incidents,** preventing recurrence by splitting up efforts into short/long-term problem management
* **Produced $500K per year,** by transforming 5% of our staff to professional services and leasing out rack space in our data center.
* **Spearheaded large data center migration** and complete infrastructure/security redesign for over 18,000 employees and 250 business critical systems and applications while reducing IT Data Center operations budget by $1M per year.

**AREAS OF EXPERTISE**

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| --- | --- | --- |
| * Information Technology * Security Assessments * Data Center Migrations/Consolidations * Strategic Planning * Security architecture * Converged Architectures | * Technology Assessments * Risk Assessments * Root Cause Analysis * Architecture & Design * System & Application Debugging * Continuous Integration and Deployment | * ITIL * Revenue Growth * Capacity Planning * SLA Standards & monitoring * Budget Management * IaaS |

**TECHNICAL EXPERTISE**

**Cloud:** AWS, Private and Public Openstack, Microsoft Azure, Private Cloud with VMWare VCloud

**Hardware:** Cisco UCS, DELL, HP and IBM servers, Nutanix, Simplivity, Nokia, Cisco, and Palo Alto FW, EMC, NetApp, Nimble, and Compellent Storage, Citrix Netscaler, F5, and Foundry Load Balancers

**Systems:** Firewalls, Host and Network Based IPs, Windows XP, 7, 10, Windows Server 2000, 2003,

2008, 2012, and 2016 and Linux

**Software:** Exchange Server 2003, 2007, 2010, 2013, and 2016, SharePoint Server 2007, 2010, & 2016, SQL Server 2000, 2005, 2008, 2012, 2014, & 2016, MOM 2005 and System Center Operations and Configuration Manager 2007, 2012, and 2016, New Relic, AppDynamics, Compuware, McAfee EPO, Symantec AV, Forefront Security Suite, Sophos, VMware ESX and Horizon, Citrix XenApp and XenDesktop, Microsoft DPM, WanSynch, IPS, Altiris and HP Openview

**EDUCATION**

**Bachelor of Science - Computer Engineering**

Florida Atlantic University, Boca Raton

**PROFESSIONAL EXPERIENCE**

**Change Healthcare,** Weston, FL **April 2016 - Present**

**Director, Technical Services**

* Successfully maintained a 99.99% IT services availability rate
* Executed the IT problem management process, which decreased service disruptions by 50% and eliminated reoccurring incidents by 100%.  
  Established the business intelligence executive dashboard, to provide 24/7 real-time status on core IT services.
* Led division in the assessment, certification, implementation, and adherence to all HIPAA and HiTrust policies; key leader for all client security assessments that has resulted in contract extensions and new business
* Identified $1M in savings through contract audits
* Led R&D effort to assess new technology for VDI and Virtualization Infrastructure; Resulting in new Corporate standard on Nutanix for all virtualization workloads
* Cut operating costs by nearly $1.2M annually with office and data center move; planned and executed seamless, cost effective data center migration while maintaining 100% adherence to SLAs.
* Lead the implementation of the overall architecture and roadmap for the AltegraHealth division, ensuring the company is well supported and positioned for future growth
* Maximized the value of existing technology investments and identified future technologies required to support the needs of the organization
* Provided and implemented the architectural framework to appropriately align IT to the strategic business needs and goals of the company while balancing cost, quality, risk, and service
* Worked with IT vendors and industry experts to project technology trends. Applied those trends to our IT strategy and developed the enterprise architecture and roadmap.
* Led low cost, business focused R&D projects to define and prove ROI of new technologies
* Decreased IT maintenance and licensing by 20% through tool consolidation.
* Enterprise Monitoring: Developed the monitoring strategy for the individual technology areas and the enterprise.
* Managed a Business Impact Assessment (BIA) that determined the cost of a disaster to the company.  
  − Using the BIA as requirements, managed the design of a second \data center and the migration out of the old DR facility in North Carolina  
  − Participated in and successfully managed disaster recovery testing

**Synergy Group,** Fort Lauderdale, FL **April 2015 – April 2016**

**VP, Technology**

* Turned around failing data center migration project and delivered on time and budget. Migrated primary data center to new facility and platforms with minimal business disruption
* Architected and implemented shared North America systems in support of company Shared Services initiative
* Introduced Service Management concepts and processes for the management of infrastructure systems and processes, including formalizing Incident, Problem, Change, and Release Management;
* Introduced metrics and reporting to drive visibility and quality improvement
* Reduced complexity by eliminating redundant systems and introducing enterprise-class technologies and processes
* Oversaw Cloud strategy for small to medium sized businesses
* Oversaw ITIL implementation and training for small based clients
* Performed Cloud vendor assessments and design
* Lead Public and Private cloud architecture and design leveraging Openstack and Hadoop deployed on white label hardware infrastructure.
* AWS buildout for all DevOps and Testing environments
* AWS to Rackspace migration
* Office 365 and Exchange scale out for large enterprise customers
* Security assessment and audit for PCI and SOX compliance
* Datacenter buildout and migration leveraging multiple local and geographic availability zones

**EDENS,** Fort Lauderdale, FL **September 2013 - April 2015**

**Sr. Director, IT Infrastructure**

* Defined the company's ASP vendor assessment methodology
* Led in architecting private cloud architecture for retailers offering PaaS, IaaS, and SaaS solutions
* Led the design and implementation of System Center Operations Manager and System Center Configuration
* Manager to provide end to end monitoring and system configuration enforcement to adhere to standards
* Performed PCI assessment on our largest centers and segmented the network for PCI
* Led a large data center migration to redundant AT&T data centers while delivering several enhancements to the network and infrastructure resulting in better performance, resiliency, and availability
* Migrated several discrete networks to a single, carrier-managed solution using MPLS across North America which resulted in over 25% annual savings, increased network capacity, and increased availability
* Designed and spearheaded network and security infrastructure overhaul for all regional offices and data centers
* Assessed spending across all IT functions and implemented ways to reduce spending, both short and long term. Reduced costs 13% in the first 6-months and over 20% in the subsequent 12-months;
* Responsible for Disaster Recovery planning and implementing proper process and controls to insure uninterrupted operation of all systems and supporting business processes.
* Implemented change management processes, which increased communication and significantly reduced unplanned downtime
* Manage implementation of corporate security policy and insure compliance and effectiveness of plan. This includes creation of action plans, communication, configuration management, and event handling
* Robust and redundant VOIP infrastructure QOS and traffic shaping IPS and NAP
* Redundant data circuits at each site with WAN acceleration and optimization Scale out infrastructure POD for Email and Financial systems Multi-tiered scale out storage
* Created and enforced an incident response policy and security framework
* Set forth several operational reviews to improve overall efficiency and effectiveness of infrastructure services and solutions
* Led several large consumer wifi projects providing analytics on consumer behavior at the centers

**Ultimate Software,** Weston, FL **January 2012 – September 2013**

**Director, Emerging Technology**

* Defined the company's technology assessment methodology
* Experience in architecting solutions for both public and private cloud providers, such as Amazon Web Services
* Researched, evaluated, and identified appropriate technology platforms for delivering the company's services.
* Lead strategic planning to achieve business goals by identifying and prioritizing cloud initiatives and setting timetables for the evaluation, development, and deployment of all cloud services
* Participated as a member of the senior management team in establishing governance processes of direction and control to ensure that objectives are achieved, risks are managed appropriately and the organization's resources are used responsibly.
* Provided technical leadership for a team responsible for researching, prototyping, architecting, and delivering scalable IaaS solutions based on OpenStack and VMWare vCloud.
* Provided technical leadership for the design and implementation of innovative architectures and continuous deployment pipelines leveraging up to date technologies like OpenStack, Chef, TeamCity, and VMWare vCloud.
* Led the design and implementation of System Center Operations Manager to provide application and business transaction monitoring for Ultimate's cloud environment
* Implemented a scale-out architecture using commodity hardware and VMWare vCloud that resulted in a 200% cost savings over previous architecture
* Worked closely with enterprise architects and developers to select technologies that supported the latest cloud application constructs

**SeaView Research,** Miami, FL **July 2009 - January 2012**

**CIO**

* Responsible for the management and deployment of all technology related initiatives and strategy for all divisions within SeaView Research.
* Service Level Management: Using the ITIL framework as a guide, developed a strategy for the implementation of systems management tools and processes
* Architected a clinical management solution using SOA to integrate key business and clinical systems to provide a cohesive solution for managing all aspects of clinical trials.
* Designed a business continuity infrastructure using best of breed technology and workflow automation
* Provided and implemented the architectural framework to appropriately align IT to the strategic business needs and goals of the company while balancing cost, quality, risk, and service
* Worked with IT vendors and industry experts to project technology trends. Applied those trends to our IT strategy and developed the enterprise architecture and roadmap.
* Designed and implemented a custom software development lifecycle that complies with all requirements under FDA part 11 and HIPAA
* Assessed spending across all IT functions and implemented ways to reduce spending, both short and long term. Reduced costs 13% in the first 6-months and over 20% in the subsequent 12-months;
* Responsible for Disaster Recovery planning and implementing proper process and controls to insure uninterrupted operation of all systems and supporting business processes.
* Implemented change management processes, which increased communication and significantly reduced unplanned downtime;
* Manage implementation of corporate security policy and insure compliance and effectiveness of plan. This includes creation of action plans, communication, configuration management, and event handling;
* Manage multiple complex projects designed to increase the efficiency of IT Operations and align IT more tightly with the business. Projects include executive level summaries and presentations to board-level executives for approval
* Designed an employee and vendor based portal using Microsoft Office SharePoint Server 2007
* Architected a resilient and reliable infrastructure and medical cart deployment to facilitate an electronic delivery of all clinical activities within a clinical trial

**AUTONATION, INC,** Fort Lauderdale, FL **October 1999 - July 2009**

**Director, Infrastructure**

* Directed Information Technology operations and infrastructure within an $18B company in retail automotive space. Provided day-to-day technical leadership for all Infrastructure systems (Security, Database operations, Systems Architecture, Messaging, Application Engineering, Citrix, Storage Architecture and Client Architecture) and managed a multi-million dollar annual budget.
* Designed and implemented multi-billion dollar e-commerce system for lead management and vehicle fulfillment
* This was comprised of an n-tier architecture with Web servers hosting the web services for lead validation and response, .Net application servers using custom load balancing for all lead processing and a SQL Cluster for all write operations and certain lead post validation
* Led several large key projects including IIS, Exchange, Firewall, Storage and Database cluster migrations and Citrix application upgrades for all 18,000 employees
* Exchange 5.5 to Exchange 2003 after performing an extensive evaluation on other competing solutions o Firewall upgrade to support increased traffic and allow us to perform more application level filtering
* Large web farm migration from IIS 5 and 6 and Network Load Balancing to IIS 7 and Citrix Netscaler for load balancing
* Large storage re-architecture to provide a multi-tier offering based on performance needs: This consisted of several SAN frames from SATA to SSD drives for extreme I/O needs and provided a lower tier for all archiving needs
* Created several large Active/Active and Active/Passive clusters to meet all business Recovery Time
* Objectives including one of the first SQL 2005 responsible for processing over 1M transactions per hour
* Tested, piloted and upgraded Office and other business critical applications via Citrix for all users in a phased migration
* Spearheaded large data center migration in 6 months for over 18,000 employees and 250 business critical
* systems and applications while reducing IT Data Center operations budget by $1M per year
* Conducted several interviews and visits of major data centers and created an evaluation matrix for the selection process
* Designed the data center layout for power efficiency, future growth, remote out of band management and network resiliency thus creating a lights out facility and reducing our annual labor costs by $200K
* Negotiated data center contract to achieve a reduction on our annual operating budget of $1M
* Re-designed the network layout for security while allowing improved performance between systems
* Created a multi-phased data center migration plan with key milestones to ensure readiness state and both technical and user verification prior to each cutover phase
* Created a custom end user monitoring agent to test and measure response time between current data center and new facility in order to simulate latency and packet loss
* Designed Core infrastructure and Security to support client base of 18,000 systems across the US
* Consisting of the McAfee Security suite and GPO to lock down the machines by leveraging firewall, disabling auto-run, NetBIOS from all field locations and providing rogue sensor agents to detect for anomalies and un- protected systems
* Network based IPS and regular vulnerability scanning against all key client and server subnets
* Incident response team and process to deal with any security threats, these efforts were effective in preventing over 500 attacks of the Conficker worm
* Designed and rolled out new architecture for various business critical systems to guarantee resiliency and increasing uptime from 90% to 99.99%
* This consisted of several health checks, load testing and custom application monitoring jobs to determine hot spots and areas of focus
* Partnered with executive and IT leadership to develop and commit resources to key business initiatives
* Managed all enterprise HW / SW vendor contracts, negotiations and professional service engagements
* Designed business / IT alignment process around ITIL and MOF 2.0 / 3.0 to streamline and better manage projects and spending
* Created a form and process for approving all business and infrastructure projects using MOSS 2007 and InfoPath with Workflows
* Worked together with finance to create a charge back model for all virtualization projects
* Created Disaster Recovery plan engaging key business sponsors to determine appropriate RTO and RPOs. Created multi-layered DR strategy
* Created Security Risk Assessment and Architect Council to discuss and tackle major risks and issues by providing a Risk Statement and working with the business to gauge the business impact and set priorities
* Responsible for meeting SOX and PCI regulations and worked with auditors on obtaining SOX compliance
* Initiated virtualization and consolidation efforts to reduce IT Budget and improve system availability
* This was done with VMware ESX on DELL 2950s and allowed us to achieve a 15:1 consolidation effort thus reducing our annual hardware maintenance by $200K
* Proactively provided problem identification and resolution for application and server issues including automating monitoring and notification for potential service level breaches before they occurred
* Designed a logical map of our infrastructure for all system and application monitoring
* Created an escalation workflow to handle multiple communication mediums if an alert was not acknowledged within the agreed upon SLA
* Created a monitoring gap assessment process to close the loop on all issues and ensure the proper level of monitoring
* Created a patch management process and communication plan to move from quarterly to a monthly cycle

**HEICO AEROSPACE,** Hollywood, FL **February 1997 - October 1999**

**Lead Systems Engineer**

* Responsible for infrastructure systems and end users.
* Performed all aspects of system builds and testing, system operations and patch management for over 400 employees and 15 servers.
* Deployed multi-layered application environment
* This was key for all collaboration between various engineering teams and provided a workflow for handling all plan changes
* Administered and managed all Windows NT systems, SQL Database and Messaging system
* Spearheaded the build out of several new facilities encompassing all aspects of Infrastructure build out

**Microsoft,** Fort Lauderdale, FL **February 1995 – February 1997**

**Lead Technology Consultant**

* Helped several large clients with:
* Choosing appropriate technologies, setting the technical direction, and building appropriate partnerships
* Produced $3M+ savings by implementing total cost of ownership model (TCO), producing visibility of cost for each application and enabling cost reduction
* Negotiated over $1.2M savings in run rate for HW/SW maintenance and telecom billing
* Part of Bill Gate’s Executive Strategy team