**BRIAN JOHNSON**

**Deputy General Manager**

Summary

IT Professional with 27 years of experience in LAN/WAN Service Delivery, Service Assurance, and Security Compliance. I have a proven track record of driving operational excellence and improving network infrastructure. I am seeking a leadership role where I can leverage my strategic vision, team collaboration skills, and workforce management experience to contribute to the growth and success of an innovative, service-driven organization.

Contact

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**Education/Certifications**

**University of Vermont – Burlington, VT**

* 1991 Bachelor of Science in Electrical Engineering

**freeCodeCamp Responsive Web Design,**

* 2021, Internet-based

**freeCodeCampJavaScript Algorithms and Data Structures**

* 2021, Internet-based

**Skills**

**General Skills**

* Leadership & Supervision
* Team Building & Collaboration
* Conflict & Issue Resolution
* Active Listening & Communication
* Time Management & Prioritization
* Process & Procedure Optimization
* Compliance & Risk Management
* Adaptability & Continuous Learning
* Customer Service Orientated
* Problem Solving & Critical Thinking

**Network Operating Systems**

* Cisco: IOS/IOS-XE, CATOS, NX-OS, PIX
* Checkpoint/Nokia: IPSO

**Network Hardware & Security Appliances**

* Cisco Routers & Switches (2500 series to 7500 series)
* Cisco Nexus (2000 series to 7000 series)
* Cisco Firewalls: (PIX 515 series to 525 series)
* Nokia Firewalls: (380 series to 660 series)

**Network Analysis & Management Tools**

* ServiceNow, Remedy AOTS, Peregrine Service Center, IT Service Management, Maximo
* CiscoWorks, Cisco ACS, Cisco NCM, Cisco WLSE, Tivoli VitalNet, Ethereal

**Programming Languages**

* CSS, HTML, JavaScript, Python, ANSI C

**Office Productivity Applications**

* Microsoft: Word, Excel, PowerPoint, Visio, Outlook, OneDrive

**Professional Experience**

**Deputy General Manager – HCL Tech. (2024 – present)**

**Associate Director-Technology – AT&T Inc. (2006 - 2024)**

*Supervisor – Security Compliance Services:*

* Established a Security Compliance Center of Excellence (COE), managing teams across North America, Europe, and Latin America for 140+ commercial accounts.
* Led external auditing activities, contributing to industry-wide service organization standard reviews.
* Directed compliance activities including Health Checks, Identity Management, Patch & Vulnerability Management, and Security Policy reviews to maintain audit compliance.
* Streamlined security audit processes, enhancing efficiency and effectiveness.
* Oversaw investigation and documentation of compliance variances, leading formal analysis and reporting.
* Optimized staff performance, recommending hires, aligning responsibilities, and reviewing KPIs for goal alignment.
* Provided coaching and feedback to ensure high compliance standards and team effectiveness.
* Guided staff in developing and maintaining process documentation, ensuring clarity and consistency.

*Supervisor - LAN Services:*

* Led high-performing teams managing enterprise networks for Fortune 500 clients in the financial sector, with architectures from Core/Distribution/Access to Spine/Leaf POD configurations.
* Directed MACD services teams, ensuring 24/7 network availability and performance.
* Collaborated with partners and clients to review operational metrics and consistently meet SLAs.
* Supported pre-sales efforts, ensuring accurate sizing, financial planning, and cost recovery, while partnering with leadership on budgeting and cost control.

*Engineering Services:*

* Served as the technical lead for numerous initiatives involving the design, installation, and management of large-scale network infrastructure projects, ensuring high-quality execution and operational efficiency.

**IBM Global Account – IBM, Corporation (2001 - 2006)**

*LAN Services:*

* Led technical teams in the design, installation, and operational management of network infrastructure buildouts, driving successful project delivery and system performance.

*Team Lead:*

* Promoted to Team Lead in 2003, overseeing daily network operations and effectively assigning resources to meet client needs and operational objectives.

*Firewall Services:*

* Redesigned web hosting environments with a multi-tiered firewall hierarchy, utilizing Cisco and Nokia hardware platforms to improve security and scalability.

**Integrated Technology Services** **– IBM, Corporation (1997 - 2001)**

* Led customer-facing initiatives in the deployment of advanced network infrastructure solutions, consistently delivering high-quality and scalable systems to meet client needs.

**Engineer – Integrated Systems Analysts (1992 - 1997)**

* Acted as the technical lead on various customer-facing projects, deploying robust network infrastructure solutions for diverse client requirements.