CARL FRANK

He/Him | Madison, Wisconsin

Senior IT Infrastructure Manager & Solutions Architect

PROFESSIONAL SUMMARY

Senior IT Infrastructure Manager and Solutions Architect with 25+ years directing enterprise technology operations, digital transformations, and large-scale infrastructure projects. Proven expertise managing teams of 30+ professionals and $8M+ IT budgets across healthcare, insurance, and MSP environments. Specialist in modern workplace automation, cloud migration strategies, and bridging legacy infrastructure with cloud-native solutions. Track record delivering strategic initiatives while maintaining operational excellence and HIPAA compliance.

CORE COMPETENCIES

Infrastructure & Architecture: IT Infrastructure Management | Virtualization (Citrix, VMware, Nutanix) | Cloud Computing (Azure, Azure DevOps) | Disaster Recovery | Data Center Design & Migration

Automation & AI: Robotic Process Automation (RPA) | OpenAI API Integration | Workflow Automation | AI-Powered Solution Development | ConnectWise Manage Integration

Modern Workplace: Microsoft Intune | Mobile Device Management (MDM) | Office 365 Administration | Endpoint Security | Azure Machine Learning

Leadership & Operations: Strategic Planning | Team Leadership (30+ personnel) | Budget Management | P&L Oversight | Vendor Relations | DevOps Practices

---

PROFESSIONAL EXPERIENCE

Senior Support Analyst

Envision Information Technologies, LLC | Madison, Wisconsin | Nov 2024 – Present

- Modernize MSP operations through emerging technologies and AI-powered automation

- Integrated OpenAI with ConnectWise Manage to automate ticket workflows, improving service delivery efficiency

- Implemented Rewst RPA for robotic process automation, enhancing ticket remediation and administrative task completion

- Manage Mobile Device Management and endpoint policies via Microsoft Intune for security compliance

- **Skills:** OpenAI API | RPA | Microsoft Intune | ConnectWise Manage | Azure | Endpoint Security

Owner / Business Operator

Competitive Lawn Services | United States | Mar 2020 – Dec 2024

- Scaled service business to profitability, managing all financial and operational aspects

- Led team of 10 employees with recruitment, training, and performance management accountability

- Oversaw P&L, accounts payable/receivable, and cash flow strategy for sustainable growth

- Negotiated vendor relationships for favorable pricing and supply chain optimization

- **Skills:** Operations Management | P&L Management | Team Leadership | Business Strategy | Vendor Relations

Manager - Infrastructure Services

UW Hospital and Clinics | Madison, Wisconsin | Oct 2015 – Oct 2020

- Led critical infrastructure operations (Database, Server, Storage) for major healthcare provider

- Managed $8M IT budget and team of 32 IT professionals across multiple locations

- Pioneered DevOps transformation, improving collaboration between development and operations teams

- Directed Nutanix and VMware virtualization implementations, achieving improved server consolidation

- Developed and tested disaster recovery plans ensuring business continuity compliance

- **Skills:** IT Infrastructure Management | DevOps | Disaster Recovery | Virtualization | Budget Management | Strategic Planning

Virtualization Architect

VCPI (A DAS Health Company) | Milwaukee, Wisconsin | Apr 2014 – Oct 2015

- Designed and implemented scalable virtualization solutions for healthcare and enterprise clients

- Ensured high availability and performance across complex virtual environments

- **Skills:** Virtualization | System Architecture | Cloud Computing

Senior Infrastructure Engineer

PDS (A Converge Company) | Onsite | Mar 2008 – Apr 2014

- Led technical initiatives for QBE Regional Insurance supporting 10,000+ employee operations
- **Mergers & Acquisitions:** Deployed XenApp 6.5 and XenDesktop 5.5 environments for corporate acquisition integration
- **Data Center Build-out:** Key technical lead for primary data center construction in Atlanta, GA
- **Migration Lead:** Managed transition of resources, applications, and services from Bank of America infrastructure
- **Skills:** Citrix XenDesktop | Data Center Relocation | IT Infrastructure Design | Solution Architecture

Senior Systems Architect

Previous Organization | Feb 2004 – Feb 2008

- Architected network infrastructure solutions for enterprise environments
- **Skills:** Network Architecture | Network Engineering | Leadership | Customer-Facing Roles

Additional Experience

Lead Administrator | Foremost Farms USA (2002 – 2004)

System Architect | Goliath (1999 – 2002)

Systems Engineer | Goliath Networks (1999 – 2001)

EDUCATION

Western Illinois University | Greater Madison Area

TECHNICAL PROFICIENCIES

Cloud & Infrastructure: Microsoft Azure | Azure DevOps | Citrix Cloud | Nutanix | VMware

Automation & AI: OpenAI API | Anthropic Claude | RPA (Rewst) | Azure Machine Learning

Endpoint & Security: Microsoft Intune | MDM | Office 365 | Datto Backup | Endpoint Security

Enterprise Tools: ConnectWise Manage | Exchange Server | Citrix XenDesktop | Citrix XenApp

---

PROFESSIONAL HIGHLIGHTS

- 25+ years progressive IT leadership experience

- Managed $8M+ IT budgets consistently delivering projects within financial constraints

- Led and mentored teams ranging from 10 to 32+ IT professionals

- Expertise in healthcare IT and HIPAA compliance requirements

- Pioneering experience integrating AI and RPA into MSP and enterprise operations

- Strong background transitioning organizations from legacy infrastructure to modern cloud-native solutions