George Fellouris

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SENIOR TECHNOLOGY PROFESSIONAL

A seasoned, highly skilled, Information Technology Executive with a diverse Technical background and 20+ years of progressive career in Strategic Planning, Agile Scrum Methodology, Distributed Information Technology Support, Business Process Improvement and building state of the art business-oriented Information Technology solutions to facilitate corporate growth particularly in high pressure, fast-paced Global Technology environment. Expert proficiency with leading complex multi-million USD/year IT initiatives, building and leading of virtual high-performing cross-functional teams. Well-organized, result-oriented, highly creative individual with proven ability to implement standards, procedures and processes that drive operational efficiencies. Solid management skills, capable of leading and motivating individuals to maximize productivity, while forming cohesive team environments. Exceptional communicator, with a keen focus on building strong client relationships. Areas of expertise encompass:

- Technology Strategy and Leadership
- Project Planning and Implementation
- Process Improvement
- Product Development
- Agile Scrum Methodology

- Program Management and Governance
- Budget/Financial Management
- Vendor Management
- Distributed Information Technology Management

PROFESSIONAL EXPERIENCE:

April 2010 – present   **JP Morgan Chase, Jersey City, NJ**

2013 – present   **Global Infrastructure Development (GID) Service Operations Domain Lead – Executive Director**

Primary Responsibilities:

- Develop, mobilized and lead a cross-functional global development organization consisting of both onshore and offshore staff (60+ members) comprised of Product Owners, Business Analysts, Quality Assurance, Application Database Administrators (App DBA) and Software Developers to support the firm's Global Service Operations (GSO) organization.
- Cultivated and managed relationships with stakeholders, including executive team, operations personnel, business partners and vendors. Developed synergy of technology with business operations as a key member of the team focused on corporate strategy.
- Drove organizational and cultural change: revitalized legacy IT practices, restructured Application Lifecycle Management (ALM) tools used throughout the Software Development Lifecycle (SDLC) and reengineered business and technical process to align with DevOps practices by creating an Agile framework that support Test Driven Development (TDD) and automated Unit Testing, Code Coverage, Continuous Integration / Continuous Deployment.
- Partnered with business and technology leaders across several silos to define data architecture, service architecture and UI design of various technology systems used by the Service Operations teams.
- Re-defined the Reporting Application Strategy using leading edge technologies and modern web architecture to provide a robust consolidated reporting solution for the various Service Operations applications.
- Involved in multiple global Agile Transformation workshops to transition existing Waterfall development teams to Agile SCRUM.

Technical Environment: Visual Studio 2012, C#, Windows Presentation Foundation (WPF), Windows Communication Foundation (WCF), Language Integrated Query (LINQ), Kendo UI, High Charts, HTML 5.0, JavaScript, Angular, jQuery, XML, JSON, ASP.Net (Web Forms and MVC), ASP.Net Web API, REST, AJAX, Qlikview, Cognos, Microsoft SQL Service, Jira, Confluence, Crucible, Subversion, Jenkins, Microsoft SharePoint, Microsoft Office: Word, Excel, PowerPoint, Visio.

2010 - 2013   **Level 3 (L3) Application Support Manager, VP**

BAU Support:
- Built and managed a Global L3 Application Support team in Singapore, Houston, and New Jersey providing 24x7 support to 80+ applications.
- Support internally and vendor developed applications running Windows\LINUX and multiple technologies: IIS, Apache, Tomcat, JAVA
- Worked closely with application development teams to deploy changes, troubleshoot issues, maintain critical service level agreements, and maximize availability.
- Support development environments that utilized waterfall and SDLC best practices
- Partnered with development teams to provide resilient and stable environments.
- Managed hiring of staff both onsite and at remote locations.

Projects:
- Successfully transitioned support of applications from development teams into a centralized application model.
- Designed and drove the build of a Nagios monitoring environment that consists of standard infrastructure checks and custom application checks.
- Designed and implemented a Splunk vendor solution for log indexing and centralized troubleshooting of issues. This aided in reducing time to resolve and increased application uptime.
- Drove the development of a dashboard web application which centralized incident, change, inventory, application, and monitoring data to reduce resolution time for support staff.
- Standardized a change process to enforce proper release management practices.
- Self-healing of re-occurring issues through scripts triggered by Nagios monitoring alerts to temporally recover problems until development teams could implement permanent solutions.
- Root cause analysis (RCA) program to track actions items for high impacting and long duration issues.
- Ticket reduction program to analyze top talking and re-occurring issues to drive down ticket volume and decrease application stability

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April 1996 – April 2010   **Citigroup, Salomon Smith Barney, New York, New York**

2007 – 2010   **Global Corporate Operations & Technology:** Infrastructure Group Manager, Senior VP

Projects/Responsibilities:
- Manage a staff of 4 onshore and 6 offshore staff to provide 24/7 on-call Web, Database, and Application server support for Credit, Risk, Legal, Finance, Human Resources, Futures, Derivatives, Corporate Systems, and General Services applications.
- Trained off-shore team to aid with Level 1/Level 2 tasks and provide off-hours support. Created process documents and web based tools to assist in their development.
- Worked closely with application development teams to determine infrastructure capacity requirements and the procurement of infrastructure to suite their specific needs.
- Developed and implemented Wellness and Compliance check-out process to provide repeatable, reliable workflow for ensuring that critical systems were healthy and online before start-of-day, reducing the incidence of preventable outages as well as ensuring all systems were compliant.
- Built and designed an internal application environment which consisted of a web server, database server, scripting and application server which assisted with the team's automated management of systems. The environment was designed to act as the team's website, SharePoint portal, server/application monitoring and to pull feeds from various data sources in order to report on hardware and application inventory.
- Participated in weekly audit calls to ensure production, contingency, and UAT environments adhere to compliance guidelines and assist in the development of CAPs (corrective action plans).
- Developed objectives for the team within defined department goals to enhance services, product functionality, quality of work output, productivity.
- Managed vendor relationships with Microsoft, VMWare, HP, and Dell.

BAU Support:
- Support of 70 in-house and vendor developed applications.
- Vulnerability patch management and remediation through internally developed application, manual deployment and tracking through Shavlik.

- Worked closely with the application development teams to coordinate the deployment changes, troubleshoot issues, maintain critical service level agreements, and maximize availability.
- Chaired a weekly "Change Control" meeting to ensure all changes were communicated effectively and covered by the appropriate support resources. Built an automated daily "Change Control" email notification for change visibility for all impacted parties and a "Change Control" web page for in-depth reporting.
- Created a web-based coverage calendar to ensure proper coverage was being tracked as well as providing daily coverage email reminders.

Asset Optimization:
- VMWare implementation: Designed and implemented multiple VMWare clusters for datacenter consolidation and cost saving initiatives resulting in the consolidation of 300+ physical servers using PlateSpin and VM Converter to aid in conversion from physical server to VM in remote data centers. This initiative decreased the physical server footprint from over 300 physical servers to 22 physical ESX servers. Yearly cost saving were 3MM.
- VERITAS net backup project: excluded system, database, and application files on all supported machines saving an average of 19¢ per GB of Data.
- SQL Consolidation: Designed and implemented MS SQL Shared Technology Environments (STE's) in order to consolidate small database instances and/or low utilized SQL instances. This resulted in consolidating 50 SQL servers down to 8 shared SQL servers.

2003 – 2007   ***Foreign Exchange Web Site Support:*** Web Support Lead, VP

- Manage all major Foreign Exchange trading sites over which two billion dollars in volume are traded daily, comprising ten thousand internal and external clients globally using Windows NT/2000/2003, IIS 4/5, SQL, Sybase, JRUN and other various Web and operating systems technologies.
- Designed, built, and supported VMWare ESX cluster environment to assist in the consolidation of development, UAT, and contingency environments to aid in the effort to reclaim data center space.
- Assisted in the redesign of the infrastructure for Citigroup's Emerging Markets Online Trading site https://online.fx.cititreasury.com and migration to new infrastructure. Project entailed 14 disparate groups over a six-month span with a budget of over a million dollars. Zero downtime related to infrastructure migration.
- Rewrote and expanded all documentation for the Global Markets Web Support group to ensure compliance with the US Office of the Comptroller of the Currency and Citigroup Technology Infrastructure audit standards as well as easing personnel transitions.
- Interface directly with senior management from technology and business groups to design site specifications and requirements for high availability load-balanced websites accessed 24 hours a day seven days a week.
- Maintain over four hundred servers globally with responsibilities from hardware and software troubleshooting and repair, security maintenance and log reviews, patch management, monitoring and performance tuning.
- Designed and built database-driven internal website used globally by Citigroup system administration teams for environment maintenance containing a web based deployments for management scripts for the Citigroup standard operating environment. This includes pc and server reboot scripts, patch and software auditing scripts and vulnerability assessment scripts.
- Wrote and deployed a VB/Batch scripting solution to automate management and monitoring of our server environment with a web front end for environment checkouts, daily reporting and audit compliance.

2000 – 2003   ***Corporate Executive and Financial Division Technical Support:*** Project Leader, VP

- Perform various managerial duties such as: employee based reviews and compensation offerings; liaison between executive and financial division users.
- First, second, and third level support for the executive offices, which included the CEO, COO, CFO, CAO and all high level executive management. 50 executive users in total including administrative assistants.
- Provided 24x7 executive support for offsite locations, home, travel, conference room, remote access, and blackberries.
- Coordinated all move, adds, and changes for the executives.
- Assisted in the design and implementation of the executive disaster recovery off-site location.
- Provided secondary support of the Financial Division, which consists of 500+ users.

- Supported a mixed environment of forty-eight Windows 2000 and Windows NT application, data, IIS, and cluster servers.
- Created Web based support tools using the following technologies: HTML, Perl, VB Script, and Active Server Pages (ASP).
- Created adhoc scripts to make immediate changes to servers and users environment.
- Creation, configuration and maintenance of user and group accounts and profiles.
- Installation, configuration and troubleshooting of all hardware and software on all servers, workstations, network printers, and various multimedia devices.
- Maintained machines by installing BIOS upgrades, software patches, and service packs. Installed and replaced hardware devices such as hard drives, RAM, floppy drives, CD-Rom drives, network interface cards, graphics cards, sound cards and modems.

1999 – 2000   ***Global Fixed Income Application Support:*** Field Engineer, Asst. VP

- Primary responsibilities were to ensure that all trades were processed appropriately, in addition to adhoc reporting with Sybase SQL, Perl, Unix shell scripting, and Visual Basic using Microsoft Excel and Microsoft Access.
- Coordinated and performed various aspects of adhoc development work (Web development, UNIX shell scripting, excel macros, UNIX cron jobs, MS Access DB work, etc.) for the Fixed Income trading desks.
- Primary support for Global Fixed Income Trading Desks (Mortgages, Corporates, Syndicates, Governments, Finance, High Yield and Emerging Markets) which included tasks such as: Proprietary trade capture application training (this includes domestic and international branches); responsible for correcting all rejected or problem trades, aiding traders / salespeople in the booking of complex trades; developing SQL analytical reports for business unit managers, analysts, and traders; adjustment of position breaks.
- Completed a project to migrate application support tools from Tcl/Tk to a Web based platform using FrontPage 2000, HTML, CGI, Perl, JavaScript, Sybperl, and Sybase.

1998 – 1999   **Citigroup, Nikko Salomon Smith Barney Japan Ltd.,** Tokyo, Japan
Global Fixed Income: Finance Desk Field Engineer, Senior Analyst
- Respond to first level daily support needs for all trade and system issues for the Finance Desk. Support of all Finance Desk Trade capture applications. Perform data analysis for production problems.
- International location support of Tokyo, Hong Kong, Australia, and London.
- Ad-hoc reporting using Sybase SQL, Microsoft Access, Visual Basic for Microsoft Excel, HTML, Perl, and UNIX scripting.
- FAILS management: handling trades that are rejected, or do not reach trade entry.
- Problem tracking and follow-up with the development team. This includes periodic meetings and discussions of application upgrades and bug fixes.
- Involved in the test and implementation phases for changes and enhancements of systems and applications used by the trading floor staff.
- Developed and refined necessary tools to perform above functions as needed; included web-based tools, Microsoft Access, Unix Scripting, and Perl.
- Provided advice, guidance, training to sales and trading staff to optimize utilization of technology.
- Identified opportunities for improvement, integration and automation of systems and processes to be implemented by the development groups. Created requirements for system enhancements.
- Extensive involvement in the Joint Venture efforts of the Nikko Securities Finance Desk and the Salomon Smith Barney Finance Desk into one unified desk.

1996 – 1998   ***Corporate Client Support:*** Windows NT Administrator, Analyst: Senior

- Areas of Support: Senior Management, Firm Administration (Compliance, Corporate Communications, Credit Review, Environmental Affairs, Internal Audit, Legal), Global Operations, and Market Data Services.
- Included support of: (3) NT 3.51 Production Servers, (1) NT 3.51 Contingency Server, 120 clients running a mixture of Windows NT 3.51, Windows NT 4.0, and Windows 95. (40) Laptop clients running Windows NT 4.0 and Windows 95.
- Responsibilities consisted of: Windows NT Server administration and Desktop Support. Implemented and maintained NT/95 environment of, TCP/IP, IPX/SPX, WINS, DNS, Remote Access Services (RAS), and replication services between Primary and Backup Domain Controllers.

- Maintained Primary and Backup Domain Controllers, Global and Local Groups, Users Accounts, and Directory Shares.
- Aided in the development, coordination and implementation of a Global PC Standard Operating Environment.
- Achieved trust relations with other domains.
- Setup Exchange Server accounts
- Migration Experience:
    - Macintosh/Windows 3.1/Windows 95 to NT 3.51/4.0
    - MS Mail and QuickMail to Exchange
    - Responsible for MS Exchange Server user administration and supporting clients running Exchange and Outlook.

June 1994 – April 1996	**Paceart Associates, L.P.**, Wayne, New Jersey

Computer software and hardware setup involving installation, testing, and customer support. Software development using dBase IV, Quick Basic, and Microsoft Access Visual Basic. In office network maintenance of Novell and Windows for Workgroups. Extensive business travel was required involving on-site system installation and training, while establishing customer relations.

OPERATING SYSTEMS\SOFTWARE

- Languages: PHP, Perl, C-Shell, JavaScript, HTML, TSQL, VB Script, VB for Applications (Excel and MS Access), Dreamweaver, Fireworks
- Expert level skills in the following technologies: Windows 2000/2003/2008/2012 Server; VMware; Active Directory.
- Proficient in, administration, and maintenance of the following technologies; MS SQL Server 2000/2005/2008/2012; TCP/IP; IIS 5/6/7/7.5/8; ePolicy Orchestrator; Windows Resource Kit; VERITAS net backup; McAfee.

EDUCATION:

Wagner College, Staten Island, New York
Graduation Date: May 27, 1994
Major: Computer Science
Major G.P.A: 3.60, Cumulative G.P.A: 3.210

- Certificate of Achievement in the area of Computer Science
- Omicron Delta Kappa, National Leadership Honor Society
- All-American Scholar

References furnished upon request.