**Graham M. Arnholt**

https://www.linkedin.com/in/grahamarnholt *734.546.1362*

- [*grahamarnholt@gmail.com*](mailto:grahamarnholt@gmail.com)

**SUMMARY**

Passionate leader with 17 years of experience in the technical, process, and leadership realms of IT, across 5 Fortune 500 companies.

A trusted data-driven decision maker with excellent analytical, mentoring, and communication skills. Expertise in:

|  |  |  |
| --- | --- | --- |
| * Global Teams | * IT Service Management | * Vendor Management |
| * Process Improvement | * Web Applications | * Support Analytics |
| * Automation | * Middleware | * Infrastructure |

**EDUCATION**Michigan State University June, 2000

Lansing, MI **Bachelor of Arts:** Telecommunications

**SKILLS & ATTRIBUTES**

* **Applications** - WebSphere 3.5 - 6.0, Apache & IBM HTTP Server, Netscape, MQ series, Tivoli, Adobe Photoshop, Microsoft IIS, Wily Introscope, Compuware Vantage Analyzer
* **Operating Systems** - Linux (Ubuntu, Suse and Redhat); Unix (Solaris, and AIX, some HPUX), Microsoft Windows (2007, and Win10)
* **Development** - C/C++, Javascript, Java, Arduino, HTML, CGI Scripting, MSSQL, FORTRAN, Perl, and Shell Scripting
* **Training** – ITIL v3, Agile Methodologies, Business Process Mapping, Managing Managed Service Providers, and Business Continuity

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **EXPERIENCE**   |  |  |  | | --- | --- | --- | |  |  | **SUPERVALU INC.** | | ***Manager – Technical Services***  Middleware Services |  |  | |  | **Nov 2015- Current**  Accountable for managing 4 employees and 25 contractors in three global locations that oversee 20 Middleware technologies. Technologies include Web and Application (Apache HTTP, Tomcat, WebSphere, Weblogic, JBoss, Wildfly, Adobe Enterprise, Microsoft IIS), Application Integration, (WebSphere MQ, Tibco EMS, Tibco Business works 5 & 6), Search, (Google Search Appliance), Managed File transfer (Tibco MFT, Axway Cyclone, Axway B2Bi, FTP), Content management (Documentum), Forward Proxy/Content gateway, (WebSense 7, WebSense 8, Squid, Z-scaler)  Responsibilities Include:   * Planning and oversight of operational expense budget (Prior year forecast within 1.4% of actuals) * Capital planning and budgeting for > $1 million 3-year SaaS project (Zscaler) * Hiring, coaching, staff development, as well as yearly review for employees * Manage daily support of various middleware software installed on 800+ Servers * Responsible for managing WebSense8 to Zscaler migration for 40,000+ employees * Managing current ongoing Java security remediation across middleware components – 40% reduction in over 1 million vulnerabilities so far * Directed SHA1 to SHA2 certificate conversion (upgrading 145 certs in 90 days across the enterprise to stay compliant) * Yearly security penetration test remediation and disaster recovery * Manage, measure, and review of Managed Service Provider performance | |  |  |

|  |  |  |
| --- | --- | --- |
|  |  | **Target Corporation** |
| ***Senior Service Manager***  Event and Enterprise Services |  | **Feb 2014- Sept 2015** |
|  | Leadership of 4 teams: Infrastructure Event, Application Event, High Severity Operations areas (BI, Guest, Distribution), and Enterprise API development support. Projects led include: Event Signal/Noise (coding events differently to see non-valuable events), Event reduction (21% YTD and over 33% reduction MoM), and Event automation efforts (~10% overall work reduction). Also led efforts on setting contractual goals, measuring, setting penalties, and governance of results with Vendor Contracts.  Responsibilities include:   * Team leadership of 4 onshore/offshore/nearshore teams (level 1 & 2 support) * Offshore leadership of over 100 Contractors in 3 global locations * Accountable for Enterprise Event Management Processes and service * Day to day management/accountability of Operations * Resource planning and cost reduction * Team Goals and Objectives * Metrics and reporting to Business/Technology partners * Event reduction/correlation strategies * Enterprise Event management strategy * Event Management subject matter expert |
|  |
|  |
|  |  |  |
| ***Senior Process Analyst***  Technology Operations Center |  | **April 2013- Feb 2014** |
|  | Leadership of 3 event handling teams. Infrastructure Event, Application Event, and High Severity Operations areas (BI, Guest, Distribution). Projects led included Team restructuring, Enhanced Event reporting (adding data points to each event for correlation/reduction), and Enterprise wide Monitoring review process.  Responsibilities included:   * Team leadership of 3 offshore/nearshore teams (level 1 & 2 support) and 1 Process Analyst * Offshore leadership of over 90 Contractors in 3 global locations * Team Goals and Objectives * Metrics and reporting to Business/Technology partners * Event reduction/correlation strategies * Enterprise Event management strategy * Led the standardization of enhanced incident/event metrics across the enterprise |
|  |
|  |
|  |  |  |
| ***Senior Process Analyst/Process Analyst***  Infrastructure Tools Operations |  | **July 2011- April 2013**  Support 7 Infrastructure sub-teams including Web, Backups, Monitoring Tools, BI Tools, Integration Tools, Scheduling Tools, and Deployment Tools. Projects led included Backup reformation (25% reduction in failed backups and 100% reduction in Major Incidents), Support and Operational Health (Enterprise wide change in how support takes transition), and led the creation of monthly Technology Ownership reports for 7 partner teams.  Responsibilities include:   * Team leadership of 7 platform engineers, 1 Sr. Engineer and 1 Process Analyst * Offshore leadership of over 60 contractors in 3 global locations * Team Goals and Objectives * Team metrics and platform reporting * Provided business reviews to Senior Management |
|  |
|  |
|  |
|  |  |
|  |  |
|  |  |
|  |  |  |  |  |
| ***Senior Engineer***  Web Application Services |  | **Sept 2006 – July 2011**  Support over 5000 WebSphere applications distributed across Linux, AIX, and Solaris environments as well as 1000+ Wintel IIS Application Servers. Specializing in Performance Analysis, Stability efforts, and Tuning. Projects led included Enterprise wide WebSphere 6 patching, JVM restart reduction (30% reduction), Web Server Monitoring enhancements, and offshore leadership.  Responsibilities include:   * WebSphere (5, 6, XD), IBM HTTP Server (3, 5, 6, Apache 2+), IIS (6, 7) * On call 24/7 support * Shell and Perl Scripting * Performance Analysis and tuning using Jstat, Vantage Analyzer, and an IBM suite of tools to reduce latency, increase throughput, and enhance stability * Offshore leadership - Travelled to Chennai India to lead and train offshore presence (2007) |
|  |
|  |
|  |  |
|  |  |
|  |  |

|  |  |  |
| --- | --- | --- |
|  |  | **Ford Motor Company** |
| ***Unix/WebSphere Administrator***  Web Application Services |  |  |
|  | **Aug 2004- Sept 2006 –*Contracted via CDI Corp***  Supported approximately 170 WebSphere applications distributed across 500+ Linux and Solaris environments. Involved in WebSphere 4.x through 6.x and Suse 8 and 9. Provided full OS support as well as Infrastructure support for WebSphere and IHS. Projects led included WAS 5 clustering project, WebSphere 5 to 6 migration, and a scripting project to categorize and sort automated deploy metrics.  Responsibilities included:   * Unix/Linux 2nd and 3rd level support including user maintenance, allocating file systems from SAN, troubleshooting performance issues and software configuration. * On call 24/7 support * Shell and Perl Scripting * Part of the WebSphere core virtual team which consists of Installation, troubleshooting performance problems with Application Server and Web Server, assisting with package deployment when needed, and performance troubleshooting for versions 4, 5 and 6 |

|  |  |  |
| --- | --- | --- |
|  |  | **Daimler Chrysler** |
| ***Solutions Architect***  Web and UNIX Services |  |  |
|  | **Dec 2002- Aug 2004 – *Contracted via CDI Corp***  Design, test, and facilitate the implementation of solutions in a distributed systems environment.  Responsibilities include:   * Specialized in Application Servers such as WebSphere 3.5->5 * IBM HTTP server 1.3x &2.0x * Product Integration and performance testing * Shell and Perl Scripting * Technical leadership and leading small groups * Documentation * Integration with MQ, CICS, UDB and Sybase on AIX and Solaris * Additionally, became project lead in a project to implement WilyIntroscope for use in production real time system tuning, monitoring and troubleshooting |

|  |  |  |
| --- | --- | --- |
|  |  | **Borders Books and Music** |
| ***Product Administrator***  Web Services |  |  |
|  | **May 2000- Dec 2002**  Supported current Intranet and Internet Infrastructure on Solaris, AIX and NT based web servers.  Responsibilities include:   * Designed and planned software installation/configuration such as IBM WebSphere, IBM San Francisco, Microsoft IIS 4.0, Netscape Enterprise Server and IBM UDB in a production environment. * On call 24/7 support * High performance tuning of IBM WebSphere and BEA Weblogic * Documentation, scheduling with change management, and team leadership of SWAT team |