JAMES TRIPPE
720.378.6532
Longmont, CO 80504 • trippejim@gmail.com

Operations and Support Servant to All People

Forward-thinking IT leader known for successfully balancing cloud/system functionality with team-building approaches to facilitate productivity, drive revenue growth, and project management excellence.

Dynamic IT management, cloud computing, and product operations development expert with extensive experience, a proven record of career growth, and a reputation for effective process improvement efforts. Skilled at building and motivating high-impact 24/7/365 technical teams and processes in accordance with ever-changing business needs. Able to thrive in both individual and team settings as a knowledgeable mentor and a proactive team contributor. Depth of dynamic background includes the management of large-scale computer infrastructures coupled with meticulous sales knowledge and leadership understanding. Ready and willing to leverage past successes to make lasting impacts on an organization that values the importance of balancing technological and operational solutions to maintain a competitive edge in customer service through progressive industry innovations.

AREAS OF EXPERTISE

Information Technology (IT) | Cloud Operations | Building Operations | IT Operations | Technical Project Management |
Program Development | Requirements Definition | Product Launch Customer Relations & Retention
Information Technology Infrastructure Library (ITIL) | Software & Application Development | Sales Tactics
Virtualization Information as a Service (IaaS) | User Experience (UX) | Infrastructure Engineering Lifecycle
Capacity Management | Virtualization Stacks | Data Management | DevOps | Regulatory Compliance
ISO & PCI Standards | Policy Development | Strategic Planning Budgeting | Resource Allocation
Profit & Loss (P&L) | Cost Optimization | Process Improvement | Team Building

TECHNICAL PROFICIENCY

Cloud Architecture | Hardware & Software | Servers
VMware | ServiceNow | Windows OS (XP, Professional x64, 8) | Apple OS X | Linux OS
Google Applications | Rackspace CRM CORE | Salesforce | MS Office Suite

CAREER HIGHLIGHTS

- **The ability to analyze and translate complex technical information into practical, relatable ideas.**
- **Business-savvy acumen surrounding the cost analysis and risk assessment necessary to making core company decisions from both short-term and long-term perspectives.**
- **Genuine desire to collaborate with and empower professionals at all career levels using an inclusivity-based approach to leadership.**

CAREER EXPERIENCE

WorkAbility, Denver, CO   2018
Operations Manager, Sudler (February - November)
Oversaw end-to-end management of all building facilities including HVAC, electrical, plumbing, maintenance, hydraulic elevator, inspections, valet parking and security. Managed maintenance and reception staff and all facility customer escalations. Managed technology (Firewall, WiFi, Internet, Network and Printing facilities) at two locations, Sudler and Clubhouse. Managed vendor relationships to achieve immediacy in repair and upgrade projects.
Key Contributions:
- Recognized for contributing to the Sudler Building Launch in April 2018.
- Developed and maintained a detailed Runbook/wiki for documenting and planning Building Operations.
- Developed and maintained duties based on checklists and building maintenance procedures.

SUNGARD AVAILABILITY SERVICES, Thornton, CO   2010 – 2015
Senior Director of North America Cloud Operations (2011 – 2015)   BUDGET MANAGED: $15M
Championed comprehensive cloud IT operations for the organization's North American sector spanning a 20-member software engineering team and $45M in Annual Recurring Revenue (ARR). Oversaw end-to-end development and management of an enterprise-level virtualization stack with a focus on incident/change/implementation efforts, the infrastructure engineering lifecycle, and capacity management. Safeguard compliance with internal protocols and Payment Card Industry (PCI) standards within daily workflows.
Key Contributions:
- Recognized for building and maintaining a high-impact team from scratch in a 3-year span (2011 – 2014).

- Optimized productivity by achieving a 99.99% uptime rate year-over-year (YOY) (2011 – 2015).
- Maintained a 99.95% Service Level Agreement (SLA) rate with 450 contracted customers (2011 – 2015).

Director of Computing Platforms (2010 – 2011)   BUDGET MANAGED: $7M

Recruited to develop and grow the organization's large cloud infrastructure with minimal interruption to business integrity, operations, and capacity management. Ensured ongoing compliance with ISO 21000, Payment Card Industry (PCI), Cisco Infrastructure as a Service (IaaS) Partner, and government-dictated regulations to maintain organizational certifications.

Key Contributions:

- Earned promotion into Senior Director role in less than 1 year for consistently positive, sustainable impacts made to existing computing/cloud operations.
- Streamlined manpower/hiring requirements by mandating multi-discipline cloud engineer initiatives.
- Championed the industry's first-ever Cloud Disaster Recovery Service.

RACKSPACE HOSTING, San Antonio, TX   2003 – 2010
Virtualization Operations Manager / Architect (2008 – 2010)   BUDGET MANAGED: $3M

Spearheaded all cloud computing practices totaling $60M in Annual Recurring Revenue (ARR) as the leader of a 20-member software and hardware engineering team and a hands-on software architect in a multi-faceted role.

Key Contributions:

- Pioneered the development, execution, and maintenance of the **largest VM infrastructure in the world** comprised of 45K Virtual Machines (VM) (announced in 2014).
- Synergized 6 disparate systems, 14 departments, and 8 data centers to successfully integrate the most successful managed hosting product in company history supporting internal business and global clientele.
- Created a physical hypervisor server installation training program for all US data center personnel.

Product Operations Manager / Virtualization Engineer (2007 – 2008)   BUDGET MANAGED: $2.5M

Led multiple product development programs and project teams to engineer operations solutions for all new virtualization, storage, and backup products while acting as a project owner and/or team member.

Key Contributions:

- Exceeded productivity levels through top-notch mentorship of product operations engineers.
- Developed operation-specific training programs to teach all customer-facing teams worldwide.

PREVIOUS WORK HISTORY:

Product Operations Manager, Rackspace Hosting [Progressed steadily within the company for exceptional performance in every role, from Senior Account Manager (2003 – 2005) to Backup Shift Lead / Admin (2005 – 2007)]

Sales Representative – IBM iSeries, MINNTEK, San Antonio, TX

Account Manager – IBM iSeries, AVNET, San Antonio, TX

Solution Sales Representative, TUTTLE, SULLIVAN, & CO,, Houston, TX

Solutions Sales Representative / Account Manager, QIV SYSTEMS, Houston, TX

EDUCATION & PROFESSIONAL DEVELOPMENT

UNIVERSITY OF SAN ANTONIO, **Bachelor of Science, Chemistry**
COURSERA, **Google IT Support Professional**
CODEACADEMY, **Build Websites From Scratch**