

A successful combination of technical, communication, and leadership skills in a strategic and forward-thinking information services professional. Created an international support team with a clear vision centered upon operational security, customer satisfaction, and continuous improvement in quality & efficiency. Confident facilitator; aligning information services, unit leaders, development teams, operations, and non-technical resources with corporate goals.

Career Highlights:

- Designed the operational model, staffed, and managed a 7x24 Network Operation and Customer Support Center.
- Created a highly successful and cohesive international service organization with groups in the US, India, Japan and Europe.
- Designed near real-time business continuity / disaster recovery solution.
- Established policies, standards, guidelines, procedures, and SDLC processes, in alignment with industry-standard ISO/IEC and Sarbanes Oxley (SOX) frameworks.
- Optimized in-house computing and network resources reducing collocation costs by 40%.
- Conservative fiscal manager. At, or under budget, while maintaining service availability, system security, and customer satisfaction.

Technical Expertise:

- Amazon Web Services, Rackspace (private cloud & RackConnect)
- Google Business, Exchange, MS SQL, Mongo, Oracle, Cassandra, puppet, hiera, chef, python, ruby, Vagrant, Terraform, Packer, Consul, Confluence, Jira, Git, Bamboo, BitBucket, postfix, BIND, openNMS, Splunk
- Cisco (ASA, router, switch, wireless), F5 Big-IP, Dell, Juniper/Netscreen, APC, NetApp

Intuit**Jul 2015 - present****Staff AppOps Engineer**

Part of an amazing team centered on the customer. Extended the traditional app-ops role with a focus on system & service reliability. Work with the team, other business units, and support partners providing an integrated support platform for our agents.

Whistle / Snaptracs - San Diego, CA**Jul 2013 – Jul 2015****Senior DevOps Engineer**

Top-tier infrastructure and design team moving Tagg the Pettracker from Qualcomm to Rackspace. Complete end-to-end solution including design, implementation, monitoring, alerting, and remediation.

- Design, implement, and maintain a pure cloud solution.
- True DevOps – close developer ties with complete build and deployment automation
- Hands on – active server / system management, automation, and infrastructure

IFX Online - San Diego, CA**Apr 2013 – Dec 2013****Information Technology Manager**

Led design and implementation effort moving the organization from traditional collocated server hardware to a hybrid cloud solution at AWS. Worked closely with the development team, program management, and executive management aligning infrastructure with business goals.

PacketVideo Corporation - San Diego, CA**Feb 2000 – Nov 2012****Sr. Director, Information Technology**

Joining PacketVideo as IT Manager, our team opened four offices in North America, five in Europe, and three in Asia as PacketVideo rapidly grew from 65 to 500+ employees. Combined operations and IT teams unifying system management, monitoring, and operations. Developed operational model leveraging cloud-based automation optimizing resources for variable system loads and increasing service availability. Successfully expanded our India team by establishing strong local management, clearly communicating objectives, and active integration with other offices.

- Developed vision for transition from a high-cost, on-premise service model to the appropriate adoption of low-cost, flexible cloud and SaaS services.
- Business philosophy focused upon optimal use of corporate resources delivering clear business value.
- Created a culture of purposeful change and re-evaluation; adjusting to new information, varying risk profile, and shifting priorities.
- Led a five person configuration management group supporting an international team of 200+ developers averaging 20k builds per month.
- Established training and mentoring programs eliminating knowledge silos and increasing employee retention.
- Led the definition, design, validation, and implementation of physical and electronic security policies and procedures. Security infrastructure includes IPS, IDS, log management, and assessment systems.
- Deployed Midwest disaster recovery site with redundant edge services, clustered core services, and systematic fail-over processes utilizing VMware vCenter Site Recovery Manager.
- Established effective procedures for operational event response based-upon robust monitoring and alerting.
- Created project team; established proposal, definition, and assessment/ranking process.
- Led a three person Oracle team supporting a global finance department and business analytics group.
- Established liaison program bringing key people together from other departments increasing communication and overall satisfaction with the IT group (96% in 2012).
- Researched, recommended, and implemented CenterBeam “cloud” solution for corporate parent.
- Design and maintain global infrastructure; data center, computing, data storage, network, mobility, service and support, compliance, security, operations, and budget.
- Managed all licensing agreements, e.g., Microsoft, Oracle, Symantec.
- Led successful integration of 3 acquisitions (information services, source code, facility, etc.).
- Established standards of operation balancing quality, sound finance, alignment with corporate goals, proven technology, maintainability, and risk.
- Broadened traditional IT department to include configuration management team.

Education and Affiliation

B.S., Electrical Engineering, Colorado State University

Member, Institute of Electrical and Electronics Engineers (IEEE)