Kevin Lee

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Leader of Operational and Engineering IT Teams

Passionate Leader / Team Focused / Operational Excellence / Cross Functional Collaboration

A strong leader making a positive business impact while building high performing operational teams with a focus on engagement, technology, and world class service.

Career Highlights

- Built a monitoring team from the ground up for a top tier managed hosting company providing 24/7 server monitoring and notifications to customers
- Successfully managed engineering and operations teams focused on providing and supporting new products for dedicated, managed, and colo customers
- Managed the implementation of a top priority hybrid-cloud product for a large hosting provider
- Led technical escalation team for high MRC customers

Experience

CPG   *Atlanta, GA*

Sr. Director, Customer Support *(January 2019 - December 2019)*

- CPG and Canara merged in January of 2019
- Integration of Coordination, Scheduling, and Dispatch for service technicians among legacy teams
- Defining and revising operational processes
- Worked closely with Systems Engineering Teams to design and implement solutions at client sites
- Led IT efforts to improve disaster recovery, system performance and stability, change management, and system monitoring processes using Agile framework
- Worked with Sales leadership to understand pipeline and probability of won jobs
- Participated in Safety Team to identify patterns of risks and incidents

Canara   *Atlanta, GA*

Director, Technical Support *(July 2017 - December 2018)*

- Rebuilt Canara's Technical Support Team to focus on issues affecting timeliness of data for the Analytics group
- The Technical Support team's primary responsibilities include ensuring availability of critical datacenter infrastructure monitoring data, remotely assisting customers with monitoring equipment, provided advice on adjusting environmental conditions to improve equipment performance
- Led effort to address failing systems and resolve issues through corrective intervention/equipment replacement
- Revised daily processes involving missed polling, alert response, and developed process to measure and report on availability of the platform to meet contractual obligations for SLA

- Worked cross-functionally with Systems Engineering/Development and Monitoring Data Analyst Teams to maintain and improve platform performance

Ionic Security   *Atlanta, GA*

Manager, Cloud Operations *(June 2015 - May 2017)*

- Built and Managed Ionic Security's 24/7 NOC team
- The NOC team's primary responsibilities include maintaining >99.99% uptime through responding to service and host alerts, log management, Incident Management, providing informational communications for any issues impacting production platform
- NOC also participated in deployment activities including, setting maintenance time in monitoring, communicating to stakeholders, application testing, limited code deployment, etc.
- Developed Operational procedures for supporting Cloud Hosted Platform. This includes processes that cover Incident Management, problem and incident response, prioritization of issues, on-call escalation process, etc.
- Developed process to measure and report on availability of the platform to meet contractual obligations for SLA
- Worked cross-functionally with DevOps and Customer Support Teams to maintain and improve platform performance

Peer 1 Hosting   *Atlanta, GA*

Manager, IT Customer Systems Engineering and Operations *(April 2012 - June 2015)*
- Led IT Customer Systems, which consists of 2 sides; Engineering and Operations.
- Built and managed Peer 1's IT Customer Systems Engineering Team. Team deliverables include: designing, developing, testing, and evaluating software and systems to meet business and customer needs.
- Utilized Agile framework to manage team's deliverables
- Built and managed Peer 1's IT Customer Systems Operations Team. The primary responsibilities of this team are to ensure uptime and provide maintenance to customer facing systems.
- Collaborated with Product Management to deliver technical specifications to meet business and product requirements
- Built and maintained employee engagement.
- Built relationships with technical and business departments within the company
- Utilized skills in leadership, organization, and strategy to direct the team's vision of quality
- Reorganized department resulting in teams with specific focus.

Support Manager *(October 2010 – March 2012)*
- Built and managed a Monitoring Team in a remote location: Sofia, Bulgaria. Monitored availability alerts on Managed and Self Managed customer servers across 2 lines of business.
- Managed Frontline Support team in Managed Hosting and Dedicated Hosting.
- Built and maintained employee engagement.
- Built relationships with all departments within the company.

Lead Systems Administrator *(September 2005 – October 2010)*

- Served as Lead of the SWAT (Tier 3 level of Support) team and served as the ultimate escalation point for the 2nd level System Administrators with server operations and product development.
- Provided fee based Systems Administration for dedicated server clients.
- Troubleshot issues with hardware and software.
- Provisioned and rebuilt servers, when necessary.
- Evaluated training opportunities in the support organization
- Developed Clustered MS SQL Database product
- Responsible for production security including McAfee, EPO, and Microsoft WSUS administration, migrating server data (Web, Database, and Mail) to updated hardware and OS platforms
- Resolved various escalated customer issues from both a hardware and software aspect.
- Led the development of pilot projects for new products. Included: engineering processes for provisioning, monitoring, security, & support. Example: clustered Microsoft and RedHat solutions.

Education and Skills

Georgia Institute of Technology *(1995-1997)*
- School of Electrical and Computer Engineering.
- Well versed in Windows NT-2012, IIS, Microsoft Cluster Service, Windows XP/Vista/7, Microsoft SQL 2000, 2005, and 2008.
- Relational Databases: MS SQL, MySQL
- Incident Management
- Experience with Ubuntu, RedHat Linux, RedHat Cluster Suite and Apache server.
- Experience with EMC SAN and PowerPath
- McAfee EPO administration
- Microsoft WSUS administration
- Email server administration
- DNS administration
- Backup software: Tivoli Backup Client, Cristie Bare Metal Restore
- Virtualization: Microsoft Hyper-V, VMWare Server
- Microsoft Certified Technology Specialist; MCP ID: 3769839