

# Larnel Hight

Infrastructure Architect and Solutions Consultant

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**History of orchestrating successful enterprise wide IT projects** and process initiatives designed to increase efficiencies and best of breed technical designs

**Solutions delivery, infrastructure oversight and innovation research experience** with 19 years in progressive roles with medium to large fortune 300 companies.

**Refined relationship-building skills** and experience working collaboratively with business units, IT departments and vendors.

## PROFESSIONAL EXPERIENCE

### Solutions Delivery Manager

#### Sonic Automotive, Charlotte, NC, 2015–2017

A communication gap existed between the business units needs and the IT departments ability to deliver under strict timelines. I took on the role of Solutions Delivery Manager to alleviate this problem. I gathered dealership OEM requirements, managed IT team commitments to the dealership, managed dealership technology dependencies, mitigated IT solution delivery hazards, created and delivered communications to stakeholders and employees in the form of emails, conference calls and face to face conversations, tracked and reported quality metrics.

- Increased business to IT communications.
  - On-time project completion rose by 25%
- Oversaw development of enterprise wide IT standards and strategies across 120 country wide dealerships.
- Lead strategy to improve change, patch and release management communications from corporate to all regional offices and dealers.
- Supervised all OEM IT requirements and deployments, both domestic and foreign based.
- Determined design, implementation parameters and support of IT initiatives to the business in conjunction with our external vendors.
- Evaluation of new product lines to ensure that our dealership technology always led the industry.
  - The most recent evaluations (SD WAN(Cloudgenix), cloud based wireless products, collaboration tools to improve team communications

## SKILLS

Highly knowledgeable in the following key products:

- Cisco: 7k, 5k, 1000v, 2821, 2921, 3650, 2960, WLC(5508, 8500), WCS, NCS, Prime, WAPs(Autonomous & Lightweight), Meraki, ASA, WAAS
- Riverbed
- F5
- Project Management
- Contract evaluation and negotiation
- Expert at up, down and across communications
- Wireless architect – lightweight and cloud based products
- Network designer and evaluator
- Vendor relations expert

## HIGHLIGHTS

Working with my telecom admin saved the company \$20k in annual telecom expenses.

Saved \$1m in yearly WAN costs by offering a solution that allowed the company to forgo expensive circuit upgrades.

Successfully managed the total infrastructure rebuild over a weekend after a building's roof collapse on Thursday destroyed the MDF. This allowed business to resume on Monday morning. -

<http://www.wesh.com/article/roof-collapses-at-orange-county-car-dealership/4435033>

## EDUCATION

CCNA

CCNA Wireless

Bethune-Cookman College,  
1994-1996(Associates - Computer Science)

## **Manager, Network, Voice, and Mobility Manager**

### **Sonic Automotive, Charlotte, NC, 2011–2015**

Managed a cross-functional team of engineers comprising of telecom, network, wireless, servers, and mobility

- Oversaw the design, implementation and support of 120+ dealership networks, mobile devices, and telecommunications
- Vendor and contract management – Cisco, Verizon, ATT, F5, Riverbed, etc....
- Raised CSI scores by developing and implementing an enterprise ready guest wi-fi solution while partnering with AT&T.
- Ensured proper closure of trouble tickets for tier 4 related problems using ITSM (ITIL) guidelines.
- Determined and mitigated any Sarbanes Oxley deficiencies before each audit
- Managed multiple projects simultaneously
  - Migration of autonomous AP's to 3000 Cisco lightweight AP's
  - Cisco WAAS to Riverbed
  - Cisco ACE to F5
  - Frame Relay to Verizon mpls wan migration
  - One Sonic One Experience technical solution creator
  - Echopark technical solution creator - [www.echopark.com](http://www.echopark.com)

## **Network Engineer I - III**

### **Sonic Automotive, Charlotte, NC, 2006–2011**

Lead network engineer in charge of supporting all dealership infrastructure appliances and equipment

- Cisco (routers, switches, WLC, prime), Riverbed, F5, Solarwinds, Airwatch, Meraki, Airmagnet, Cisco call manager, QOS design
- Creation of network cli templates
- Evaluation of new products such as determining to replace Cisco ACE with a more reliable, robust load-balancer.

## **Senior Technical Analyst**

### **Dell/Everdream, Charlotte, NC, 2004–2006**

Onsite level 3 network support

- Completed support tickets for network related problems working onsite for various clients

## **Senior Project Engineer**

### **Coca-Cola, Atlanta, GA, 1998–2004**

Lead project engineer of new technology initiatives for the Coca-Cola headquarters.