

Luis Llamas

Austin, TX

512-364-4060 • luis.llamas.it@gmail.com

Experience

- 21-years of Worldwide IT experience as Director, Architect, Engineer, Sales Leader, Coach, Mentor, Education Evangelist, and Digital Transformation Veteran for Fortune 500 companies. Collaborating with Channel Partners, Systems Integrators, and multiple Cloud Providers.
- 15-years of Managing geographically dispersed technical cross-functional teams, who collaborate with internal and external highly distributed teams.
- 16 years of developing Vision Strategy and Roadmaps deliverables to meet technical solutions.
- 14-years of technical document writer, presenter, and public speaker for global organizations. Architectural, business process flow diagrams creation and development.
- 15 years of Program Management, Project Engineering, delivery assurance, reporting and risk and mitigation planning.
- 13-years of IT budget management, Capex, and Opex.
- 13 years of Endpoint Detection and Response, Security Information and Event Management Systems, Computer Security Incident Response Team and TTPs on McAfee, Fortinet and Splunk.
- 15 years of Security/Network experience with Cisco, Juniper, Palo Alto and Check Point. Software Defined Networks, SD-WAN, Load Balancers L4 & L7 on A10, F5, Netscaler.
- 14 years of experience Compliance in IT, SOC, GDPR, SOX, PCI, HIPPA, ISO 27001, NIST.
- 15 years of DB experience SQL, Oracle, DB2, Mongo, Exadata.
- 8 Years of Data warehousing with Oracle Exadata and others.
- 5 years of AI, Analytics and ML experience with IBM Watson, Cognos.
- 8 years of Health and Life Sciences Infrastructure experience on Oracle Clinical, Oracle RAC.
- 16 years of enterprise data migration experience.
- 12-years of experience with Various Cloud providers AWS, Azure, Cloudflare, Oracle, GCP and IBM offerings on IaaS, PaaS, SaaS, multi/Private/Public/Hybrid Cloud, Colo, and Managed Hosting.
- 6-years of Digital Transformation experience, Dev Ops, API Gateways, CI/CD, GitHub, Jenkins and secure engineering framework.
- 6 Years of experience IaaS Terraform, Ansible, PYTHON, HTML, JSON, YAML.
- 4 Years Container Orchestrating Solutions, Kubernetes, Open Shift, Tanzu, KVM.
- 16-year server virtualization experience on VMWare, Microsoft Hyper-V, Xen Server and KVM.
- 12-year application virtualization experience on Citrix, Microsoft, and VMware platforms.
- 12-year desktop virtualization experience on Citrix and VMWare platforms
- 14-year messaging experience on MS Exchange and messaging hygiene.
- 10-year BYOD experience in VMWare, Citrix, Mobile Iron and Blackberry.
- 16-year experience on Business Continuity and Disaster Recovery, designing Highly Available resilient environments on multilocation with multi-tier backup technologies.
- 15 Year of Enterprise class storage devices, HP EVA, Dell Isilon and NetApp.
- 8 years IBM Power AIX experience, Power VS on cloud, Linux ONE and SKYTAP.
- 8 years of experience in Distributed Computing Architecture.

Employment

Principal Cloud Solutions Architect, IBM Corp <http://www.ibm.com> 10/2014-10/2022.
North America, LATAM, WW.

Notable Accomplishments:

- Award winning OPEN GROUP certified master enterprise architect for key aerospace, federal, DoD, automotive, financial, health and life sciences, chemical, oil and gas, and other fortune 500 enterprise customer accounts.
- As top of the pyramid technical solution provider/ universal translator, guided customers / partners through secure Data, AI, and Analytics multi-cloud solutions migrations for enterprise customers.
- Hands on/off technical and non-technical (POV) meetings, seminars, conferences and training sessions for client Executives, Architects, Engineers, and other Business Members.
- Lead architect for POCs, POTs and RFPs for on premise to secure cloud modernization.
- Mentor, trainer and coach for sales staff, business partners, architects, and engineers.
- Senior member of IBM cloud security team, providing guidance on secure cloud environments on IBM cloud.
- Designed innovative solutions using cutting edge serverless technologies.
- Elite member of global VMware SWAT team, responsible for mission critical sales architecture engagements, new offering automation features.
- Received IBM awards for technical excellence and sales achievements.

Global Technical Lead, PPD. <http://www.ppd.com>

10/2007-10/2014

Global management of IT Infrastructure scattered over four core and 77 branch data centers spread across the globe.

Notable Accomplishments:

- Responsible for Austin Campus Data Center compliance tours, SOX Compliance Audits, HIPPA, and other Clinical / Pharma / FDA audits.
- Published, authored / presented multiple DR / HA / Architecture technical documents on PPD's Pharmaceutical, CRO and Life Sciences business systems.
- Virtual Desktop Lead Architect for 25,000 Global CRO and pharmaceutical users on Cisco UCS / NetApp Flex Pod hardware and Hyper-V 20012 – 2013.
- Technical Architect for CRO Phase 1 clinic telemetry infrastructure implementation; Over 2000 patient wireless monitoring, EEG, ECG, etc.
- Technical lead Architect for award winning virtual avatar conference collaboration PPD 3D project with 13,000 global CRO and Life Sciences users.
- Data Center Services Manager for PPD's Austin campus; managing Linux, Unix, Windows, storage, networking, security, and Database Administrators for Oracle Clinical.
- Global Citrix Chief Architect, expert / team lead, responsible for Citrix Architects located around the world, managing over 900 virtual life sciences, CRO and pharma applications located on five global Citrix Farms.
- XenApp 5.0 to 6.5 migration technical Architect lead / project manager.
- Lead Architect for Global Load balancing / Application Firewall on Netscaler implementation for 16,000 users.
- Lead Architect for Exchange 2003 – 2010 – O365 migration for 16,000 users.
- Lead Architect for Office communicator – Lync 2010 – Lync 2013 migration for 13000 users.
- Lead Architect for Messaging Hygiene migration Websense to Cisco Iron Port for 13000 users.
- Lead Architect for MDM management implementation through Mobile Iron.
- Lead Architect for Blackberry re-architecture project for 2000 users.
- Lead Architect for Right Fax upgrade and consolidation project.
- Technical advisor for new HCLS - PPD branch openings.

Director of IT, Sonic Industries. <http://www.sonicdrivein.com/>

09/2001–09/2007.

Oversee IT infrastructure of their corporate headquarters as well as their 103 restaurants in the central Texas area.

Notable Accomplishments / Projects:

- Responsible for IT technical staff / contractors 30 plus.
- Lead Architect for 18% sales increase achieved through wireless credit card terminal implementation at every parking stall.
- IT budget management, capex / opex.
- Disaster recovery planning, yearly external IT audit to verify IT infrastructure integrity.
- Architected Implementation of network connectivity between 103 restaurants and corporate headquarters utilizing Hughes Satellite network; providing music, data and video.
- Lead Architect for Point-of-Sale upgrade for monthly remote programming of Restaurant menus and prices from Corporate Office.
- What's UP network monitoring implementation to oversee connection with 103 restaurants.
- Decreased expenses as well as human error with daily automated import of all restaurant transactions on to corporate headquarters accounting system.
- Lead Architect for Exchange 2000-2003-2007 upgrade, Outlook Anywhere for 4000 users.
- Mobile email implementation for 600 users through MS Active Sync for iPhone and BES.
- RightFax implementation to reduce operational costs.
- Reduced costs by consolidating analog phone lines on to digital trunk lines.
- Implemented in-house payroll solution for 4000 employees to reduce ADP payroll costs.
- MS Project server Lead Architect for new restaurant construction projects.
- MS SharePoint implementation / file server consolidation.
- Lead Architect for Virtualization 80% of physical servers utilizing VMWare ESX
- Strategic Business Planning, Organizational Development
- Implemented managed asset tracking utilizing Altiris
- Program Management and Development of Technical Curriculum
- Authorized/Approved purchases for IT Infrastructure
- Development of Internal Operation, Networking and Training Standards
- Evaluated/Recommend Products, Brands, Vendors to Partner Organizations
- Facilitated and Implemented Technological Enhancements to current culture.
- Technical Trainer and Consultant for Business Partners

Senior Production Engineer II, Dell Computer www.dell.com 01/1996 –07/2001

Notable Accomplishments:

- Solution provider responsible for supporting production-manufacturing floor with respect to current products and processes.
- Compile custom OS Images according to specifications provided by corporate customers.
- Push newly compiled custom OS images automatically to systems ordered by customers.
- Developed Databases and tools to maintain and report on failures.
- Scripts development to provide long term as well as long term production solutions.
- Website development for Engineering training purposes both in English and in Spanish.
- Responsible for identifying, resolving, and escalating problematic configurations.

Education

Saint Edwards University
Computer Systems Management

Honors & Awards

- **Dell** Excellence Achievement Award
- **Sonic** CEO Performance Award
- **PPD** Certificate of Excellence

- **PPD** Certificate of Appreciation
- **IBM** Outstanding Technical Achievement Award 2018, 2019, 2020
- **IBM** Recognized Mentor 2018, 2019
- **IBM** Recognized Teacher / Educator 2019
- **IBM** Recognized Speaker / Presenter 2019
- **IBM** Most Valuable Player Award – Sales Excellence Award 2020

Certifications

- Microsoft:** Azure Certification
- EC-Council:** Ethical Hacker
- (ISC)2:** CISSP
- Citrix:** Citrix Certified Administrator
- CompTIA:** A+ Certified Administrator
 - CySA+
 - Pentest+
 - Security+
- Cisco:** CCNA
- VMware:**
 - Certified Sales Professional
 - Certified Tech Professional
 - VCP – Network Virtualization
 - VCP – Data Center Virtualization
- IBM:**
 - Architect Profession Certification
 - Certified Solution Architect v4
 - Certified Professional Sales Engineer
 - Kubernetes, Container Service
 - Enterprise Design Practitioner
 - Cognitive Practitioner
 - Cloud Technical Sales
 - Cloud and Cognitive Patterns
 - Certified Seller
- AWS:**
 - Certified Cloud Practitioner
 - Certified Solutions Architect
- The **OPEN** Group:
 - Master Certified Solution Architect

Affiliations

- **AEA** (Association of Enterprise Architects)
- **ACM** (Association for Computer Machinery)
- **IEEE** (Institute of Electrical and Electronics Engineers)
- **VMUG** (VMware User Group)
- **ASUG** (Americas SAP User Group)
- **AWS** (AWS Users Group)

