Luis Llamas

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Experience

- **Championed global IT strategies as a transformational leader**, leveraging a diverse skill set in roles such as Director, Manager, Architect, and Sales Engineer to boost operational efficiency, increase customer satisfaction, and expand market share.
- **Formulated innovative Vision Strategies and Roadmaps** tailored to client requirements, improving customer satisfaction by 40% and increasing market penetration by 22% through competitor analysis and strategic insights.
- **Technical sales strategies as a Solution Consultant**, optimizing the sales lifecycle and delivering exceptional customer outcomes, 10% increase in cross-selling and upselling revenue in the software industry.
- **Drove collaboration initiatives with Channel Partners and Systems Integrators** to optimize go-to-market strategies, resulting in a 31% reduction in time-to-market and a 14% increase in customer acquisition.
- **Management of geographically dispersed technical teams**, increasing collaboration with internal and external stakeholders; achieved a 12% reduction in project time and a 15% increase in team productivity.
- **Creation of solution workshops**, product demos, and POCs; crafted detailed architectural and business process flow diagrams for Fortune 500 companies.
- **Experience in digital transformation**, focusing on Site Reliability Engineering, SCRUM methodologies, DevOps, custom web APIs, ELK, MVC, ORM, API Gateways, CI/CD, Git, GitHub, GitLab, and Jenkins pipelines.
- **Program management and project engineering,** emphasizing delivery assurance, reporting, and risk mitigation planning. Ensured client readiness and delivered exceptional support throughout the sales cycle.
- **Led cloud initiatives** with top vendors (IBM, AWS, Azure, GCP, Digital Ocean, Oracle), steering IaaS, PaaS, SaaS, and Hybrid Cloud models to provide strategic cloud guidance to clients.
- **AI/ML projects** on PyTorch and TensorFlow, BERT for sentiment analysis, leveraging Prophet for forecasting accuracy, and applying Fast.ai for predictive analytics, contributing to a 25% revenue growth**.**
- **Eight years of data warehousing and analytics experience** with Oracle Exadata, ETL, Hadoop**,** and Tableau.
- **IaaS HCL Terraform experience and programming** in Python, JavaScript, Node.js, Express.js, jQuery, React, MERN, GRAPHQL, HTML, JSON, and YAML.
- **Server virtualization experience** on Power VS, SKYTAP, VMWare, Microsoft Hyper-V, and KVM.
- **Container orchestration solutions on OpenShift and Tanzu** platforms have reduced infrastructure costs by 32% and application performance by 22%.
- **Database experience** with MSSQL, MySQL, DB2, Oracle SQL, and ORM. I have also worked with NoSQL on Elasticsearch and MongoDB, with Mongoose, Compass, and Atlas.
- **Business Continuity and Disaster Recovery,** pioneering the adoption of advanced multi-tier backup technologies across international locations, ensuring seamless operations, and reducing data loss risks by 88%.
- **Secure Network Design and Architecture** with Endpoint Detection and Response, Security Information and Event Management Systems, and Computer Security Incident Response Teams. Cryptography, Vulnerability Assessment, SSO, IAM, OWASP, and Pen Testing.
- **Security and network infrastructure,** leveraging Cisco, Juniper, Palo Alto, WAZU, and Check Point expertise. Executed SDN, SDWAN, and Load Balancers L4 & L7 on A10, F5, NGINX, and NetScaler.
- **Experience in IT compliance** with SOC, GDPR, SOX, PCI, HIPAA, ISO 27001, and NIST.
- **Enhanced system stability and performance** through 20 years of hands-on experience with Nagios, PagerDuty, New Relic, Splunk, SolarWinds, Zabbix, Prometheus, Grafana, Elasticsearch, Logstash, and Kibana.
- **Budgeted CapEx and OpEx to drive a 15% increase IT infrastructure efficiency and cost-**effectiveness.
- **Desktop and application virtualization experience** on Citrix, Microsoft, and VMware platforms.

- **Vast experience with enterprise-class storage devices** like Data-Domain, HP EVA, Dell Isilon, and NetApp, optimizing data storage efficiency and accessibility, resulting in a 25% reduction in data retrieval time.

Honors & Awards

Dell	IBM
• Excellence Achievement Award	• **Three-time recipient** Outstanding Technical Achievement Award
Sonic	• **Two-time recipient** Recognized Mentor
• CEO Performance Award	• Recognized Speaker / Presenter
	• Most Valuable Player Award – Sales Excellence Award
PPD	• **Two-time recipient** Recognized Mentor
• Certificate of Appreciation	• Recognized Teacher / Educator
• Certificate of Excellence	

Certifications

The **OPEN** Group: • Master Certified Solutions Architect	**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
	Cisco: • CCNA	• Kubernetes, Container Service • Enterprise Design Practitioner • Cognitive Practitioner
AWS: • Certified Cloud Practitioner • Certified Solutions Architect	**Citrix:** • Citrix Certified Administrator	• Cloud Technical Sales • Cloud and Cognitive Patterns • Certified Seller
Microsoft: • MCP • Azure Cloud Certification	**CompTIA:** • A+ Certified Administrator	

Employment History

Board Director – VP of Technology, [Arbitrage Trade Analytics](#) - 10/2022 - present.
Notable Accomplishments:
- <u>Go to Market strategy</u> creation, execution, and penetration. Set company long and short-term goals, vision, and culture. Created offering growth plan and roadmap. Took on employee hiring and retention strategy.
- <u>Innovated comprehensive IT roadmaps</u> integrating Digital Ocean's cloud capabilities, prioritizing high availability and disaster recovery; utilized agile methodologies in Jira for project management. Optimizing GitHub and Jenkins for CI/CD pipelines across SFO and NYC offices, resulting in 27% faster project completion.
- <u>Revamped Data & AI Infrastructure</u> with the integration of Cloudflare for enhanced perimeter security, OWASP and Wazuh for security compliance, and the ELK Stack integration for operational intelligence.
- <u>AI/ML product development roadmap strategies</u> that optimized trade analytics through the utilization of PyTorch/TensorFlow, BERT for sentiment analysis, Prophet for forecasting accuracy, and Fast.ai for predictive analytics.

Sr. Cloud Solutions Architect, IBM 10/2014-10/2022.

Notable Accomplishments:

- OPEN GROUP Master Enterprise Architect, specializing in delivering technical solutions across diverse sectors such as aerospace, federal, DoD, automotive, financial, health and life sciences, chemical, oil, and gas, and elite Fortune 500 corporations.
- Directed cloud migration initiatives for Fortune 500 companies, optimizing technical processes to meet industry compliance standards: increased system reliability by 35% and saved clients over $5M in operating costs.
- Points of View (POV) engagements encompassing seminars, conferences, and knowledge sharing sessions for audiences, from C-suite executives to engineers.
- Architected Proof of Concepts (POCs), Proof of Technologies (POTs), and Request for Proposals (RFPs), pivoting from on-premises architectures to fortified cloud modernization paradigms.
- Professional growth of sales teams, business affiliates, architects, and engineers through dedicated mentoring, training, and coaching initiatives.
- Digital transformation initiative within the VMware SWAT consortium, driving a 40% increase in sales revenue by automating VMware Cloud Foundation processes and pioneering HCX migration tools.
- Spearheaded award-winning projects at IBM, showcasing technical expertise and sales understanding, resulting in a 19% boost in revenue and recognition within the industry.

Global Technical, PPD. 10/2007-10/2014

Management of IT Infrastructure consisting of four core and 77 branch DCs.

Notable Accomplishments:

- Streamlined Austin Campus Data Center compliance tours, SOX Compliance Audits, HIPPA, and other Clinical / Pharma / FDA audits.
- Published, authored/presented DR / HA / Architecture technical documents on PPD's Pharmaceutical, CRO, and Life Sciences business systems.
- Virtual Desktop Architect for 25,000 Global CRO and pharmaceutical users on Cisco UCS / NetApp Flex Pod hardware and Hyper-V.
- Technical Architect for deploying CRO Phase 1 clinic telemetry infrastructure, which includes wireless monitoring of over 2,000 patients' mobile EEG and ECG.
- Technical 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 engineers.
- Global Citrix Chief Architect, expert/team, supervising Citrix Architects worldwide, overseeing 900 virtual life sciences, CRO, and pharma applications located on five global Citrix Farms.

Director of IT, Sonic Industries. 09/2001-09/2007.

Notable Accomplishments / Projects:

- IT Director for a staff/contractors 30 plus.
- Directed an 18% sales increase through a PCI-compliant wireless credit card terminal at every parking stall.
- Disaster recovery planning, yearly external IT audit to verify IT infrastructure integrity.
- Designed network connectivity between 103 restaurants and corporate headquarters utilizing Hughes Satellite network, providing music, data, and video.

- Architect for Point-of-Sale upgrade for monthly remote programming of Restaurant menus and prices from the Corporate Office.
- Simplified software for daily automated import of all restaurant transactions onto the corporate headquarters accounting system, decreasing expenses and human error.
- Architected Exchange upgrade, Outlook Anywhere for 4,000 users.
- Introduced in-house payroll solution for 4,000 employees to reduce ADP payroll costs.
- MS SharePoint/Project server Architect for new restaurant construction projects.
- Architected Virtualization of 80% of physical servers utilizing VMWare ESX.

Senior Production Engineer II, **Dell Computer** 01/1996-07/2001
Notable Accomplishments:
- Guided solutions for the production-manufacturing concerning current products and processes.
- Deployed newly complied custom OS images automatically to systems ordered by customers.
- Implemented databases and tools to maintain and report on failures.
- Shell scripts development to provide long-term and long-term production solutions.
- Website development for engineering training purposes both in English and Spanish.

Education

Saint Edwards University	University of Texas
Computer Systems Management	24-week Full Stack Developer Bootcamp

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)