IT MANAGER, INTAKE & CAPACITY MANAGEMENT

Summary
Motivational and reliable technology leader with proven track record of managing technical teams while driving service excellence. Effectively supervised up to 50 employees and contractors, providing direction, motivation, career mentoring, training, and performance management to drive enterprise-level service management. Detail-oriented strategic planner with strong verbal and written communication skills. Â

Highlights

- Budgeting and resource management
- ITIL V3 Certification
- Infrastructure Service Management
- DevOps and Agile Methodologies
- Regulatory Compliance (FDA, SOx, HIPAA, ISO)
- Project Management

Accomplishments

* Achieved server and database platform delivery time reduction of 90% through automation and process improvement. Â Increased Â platform deployment volume by 100% while maintaining Service Level Agreements for regulated and business critical systems.

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* Â Led vendor management negotiations for IT support. Â The negotiated contract established company's 1st global support contract for outsourced IT. Â

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* Earned multiple promotions and awards with proven ability to lead, communicate, and effectively manage.

Professional Experience

06/2015 to Current
IT Manager, Intake & Capacity Management JOHNSON & JOHNSON ï¼ City , STATE

- Manage DevOps team using Agile methodologies to deliver Infrastructure as a Service (IaaS) within cloud environment.
- Plan staff resource strategy to ensure enterprise-level operations team capabilities w ithin budget.
- Drive Service Management improvement through process management and cross- department collaboration.
- Proactively managed capacity, allowing for deployment of more than 8.6k virtual servers across multiple global datacenters. Â The rapid deployment allowed IT to run in a flexible, secure, and compliant environment to better enable the business.

11/2011 to 06/2015
IT Manager, Enterprise Data Center JOHNSON & JOHNSON ï¼ City , STATE

- Managed datacenter operations team with accountability for global Service Level Agreements, operational Â metrics, and reporting.
- Led regulatory compliance adherence activities with Incident Management, Â Problem Management, Change Management, and other J&J ITIL-based processes.
- Directed large infrastructure projects to ensure teams met all key project deliverables, including Disaster Recovery testing, system provisioning, and support activities.
- Mentored Linux Service Operations team during company reorganization and restructuring. Â Listened to concerns, determined individual's goals, and provided positive direction that increased productivity and bolstered enthusiasm.

02/2008 to 11/2011
IT Lead, Global Server Provisioning JOHNSON & JOHNSON ï¼ City , STATE

- Headed a global technical team. Â Responsible for release deployment activities, including server Â provisioning, system patches, and large scale software updates for Linux and Windows servers.
- Formulated service pricing rate card in collaboration Finance to provide detailed billing statements to drive financial transparency with business partners.
- Developed reporting dashboard to pull real time data from Linux, Windows, and UNIX deployments. Â This information was used by senior IT management to drive key decisions regarding services provided to customers. Â This level of reporting detail was not available prior to my filling the lead role.
- Collaborated with networking and security teams to run vulnerability scans of our DMZ environment.

01/2004 to 02/2008
Database Administrator / Linux Administrator JOHNSON & JOHNSON ï¼ City , STATE

- Supported more than 250 servers and databases using configuration management software to ensure.
- global standards.
- Provided 3rd level support for servers, databases, and applications.
- Created company's 1st multi-site Oracle management solution using Grid Control.

- Yielded more than $300,000 in savings by consolidating several Oracle and SQL Server database systems.

07/2003 to 01/2004
Database Administrator / Application Programmer RFP EXPRESS ï¼ City , STATE

- Responsible for maintaining existing Request For Proposal (RFP) management system while designing and building a new environment to support the business.
- Automated form validation and functionality. Prior to automation, account managers manually reviewed forms for proper routing. Saved account managers several hours each week, allowing them more time to work directly with customers.
- Optimized procedures, queries, and indexes leading to greater system efficiency.

11/2000 to 07/2003
Technical Writer / Web Developer/ Database Administrator GTE (VERIZON) ï¼ City , STATE

- Programmed Web pages and wrote content for Verizon online help system. Â Responsible for website Â content, code and database backend.
- Led development team to produce award-winning site.

Education
1998
Bachelor of Arts, (BA) : English / Journalism The Pennsylvania State University ï¼ City , State English / Journalism
Technical Skills
Cloud Computing : VMware suite (vRA, vROps, Â ESXi), Amazon AWS
Programming : C#, .NET, Java, PHP
Shell Scripting : UNIX C/Bash shells, Â
Operating Systems : Windows, Linux
Configuration Management : Puppet, CFEngine
Database Administration : Oracle, SQL Server