**Objective:**  
Accomplished, solutions-oriented, and results-driven professional, offering high-caliber management qualifications honed from extensive experience in the information technology field. Expert at leading, training, and mentoring technical teams and individuals to enhance performance toward sustainable growth. Knowledgeable of basic cooling equipment and technical specifications including basic electrical requirements and conversions. Strategic planner and concept-to-execution driver; known for unparalleled work ethic in ensuring organizational efficiency, driving continuous process improvements, and achieving bottom-line results. Highly capable of working within fast-paced settings without compromising performance and results as well as accomplishing complex tasks within strict timeframe and budget constraints. Articulate communicator; multilingual in English, French, and Spanish.   
  
**Experience:**  
Insight Global, Suwanee, GA; Alpharetta, GA; Charlotte, NC; Littleton, MA; and Auburn Hills, MI [2015–Present]  
Regional Delivery Manager | Area Delivery Manager, DXC Technology 2017–Present   
Supervise site support teams at DXC/HP data centers while analyzing statement of work (SOW) ensuring adherence to service level agreement  
Identify corrective actions by evaluating and troubleshooting delivery issues  
Assess team members’ performance to address training needs  
Meet customer requirements by generating training schedules and provide day-to-day reports on operations, escalations, migrations, and various projects to DXC and the company’s management  
Display sound knowledge of cabling best practices, such as EIA/TIA-568 standards including network cabling diagnostics, testing practices and LAN, WAN, telephony concepts TCIP, switches, routers, and VLANs  
Act as focal point of contact for client concerns and oversee a team of 48 certified professional installers and media handlers in the project  
Carry out resource allocations and workload delegations based on delivery requirements  
Conceptualize and implement relationship management strategy for the assigned group and its division in collaboration with the data center (DC)  
Establish rapport with key business stakeholders and client accounts across the regional group and division to keep abreast of strategic direction, operational needs, trends, constraints, and opportunities  
Coordinate with other regional leaders from the assigned group and division to assist with technology and project planning, suggest proper utilization of current technologies, and guarantee alignment with the global group strategy  
Notable Accomplishments   
Supported contract renewal and account and client satisfaction by contributing key insights in determining service level needs and ensuring the attainment of service agreements   
Achieved on-time delivery goals by evaluating customer orders, setting delivery priorities, and creating schedule adjustments as necessary  
Lessened the entire company expenses and initiated efficiencies in power management and space allocation in different facilities through the following initiatives:  
Setting of project dates and timelines regarding the migration of equipment from one facility to another;  
Transferring of data and storing information to meet security compliance; and  
Overseeing data center equipment and vendor transportation  
Elevated network performance by generating project plan and cost analysis for equipment shutdown and transfer, securing and obtaining security compliance, designating personnel during activity key milestones, and providing direction and status updates regarding project  
Streamlined workflow and minimized stress level by rebuilding current personnel and training new staff to maintain account relations and service delivery which enabled continuous service excellence and deliverables and met project deadlines with reduce staffing   
  
Data Center Site Lead, Suwanee, GA; DXC Technology 2016–2017  
Functioned as focal point of resource for best practices and informal client inquiries   
Observed strict adherence to corporate standards quality, reliability, and uptime by ensuring timely and within budget delivery and maintenance of all structured cabling and connectivity  
Conducted audit to guarantee compliance of DC works with quality standards prior to turnover  
Ensured the completion and updated site built and documentation  
Led the development of clear roadmaps and goals for site builds and operations  
Partnered with vendors, customers, and client account teams, as well as with Design, Construction, Operations, and other onsite teams  
Effectively handled change approval of overall physical changes for every data hall while providing prompt response to high-priority builds and break fixes  
Supported the development and identification of network cable, rack, and cabinet installation procedures and standards   
Notable Accomplishments   
Improved the DC site dashboards by employing key performance indicators while leading, mentoring, and developing onsite staff  
Obtained and surpassed client expectations in accordance with business as usual and project activities by collaborating and maintaining business relationships with client account teams  
Played an integral role in formulating and executing best practices and initiatives in collaboration with customer account teams and other sites which optimized global and regional standards  
Made significant contributions in minimizing whitespace footprint and overall cost of cooling and power consumption as well as in boosting network bandwidth and performance through various initiatives which included the following:  
Design and reengineering of new space to achieve customer requirements and potential growth expectations;  
Interviewing and hiring of build team to install network infrastructure;  
Creation of plan and cost quotation to install the new environment hosting the equipment;  
Oversight of project and team from concept to completion;  
Partnership with Network Team and providing project timelines in migrating equipment to new environment to meet account deadlines and expectations;  
Support with network design in reducing overall cost and increasing benefit to the account team for future growth and added performance to the net; and  
Provision of cost analysis and timeline to completion  
  
Senior Data Center Technician, Suwanee, GA; HPE/DXC Technology 2015–2016  
Guaranteed strict compliance with the overall data centers standards and guidelines  
Conducted hands-on activities within the data center, such as Rack & Stack, media management, and low-level device configuration including shipping, cabling, and receiving  
Carried out ad hoc requests based on the onsite management directions  
Held responsibility in comparing packaging lists with purchase details ensuring accurate models and quantities were received  
Efficiently installed, terminated, examined, and labeled all cross-connects, involving copper and fiber within the data center based on the requirements  
Devised, updated, and secured associated tickets to support various service manager procedures, such as service request, incidents, and changes  
Administered physical audits while ensuring accurate and updated service manager database  
Managed rack and stack hardware installation as well as hardware and cable troubleshooting  
  
Black Box Network Communications, Suwanee, GA [2010–2015]  
Senior Data Center Technician, Suwanee, GA; HP / HPE 2013–2015  
Integrated a course plan and training strategy used in training current and new technician regarding the HPE SM-9 tool and ITIL process for the company  
Facilitated various courses for numerous facilities and brought additional company benefits by acquiring several technicians with knowledge of ITIL and account management to develop successful project plans with smoother experience within the project  
Expertly supervised service center, service manager, and Aldea for new work orders  
Communicated with customer, account leads, and project managers regarding job progress to implement installation timelines  
Complied with change management procedures and performed job closure and time evaluation  
Oversaw material ordering essential for job completion  
  
Data Center Technician II, Suwanee, GA; HP 2010–2013  
Took charge of installing and configuring network and switch equipment, replacing and upgrading various system components, as well as terminating category 6 and fiber optic cabling  
Updated and maintained floor plans, rack diagrams, network topology schematics, and cable pathway information  
Guaranteed network maintenance by providing support services   
Held responsibility in delivering on-call support, maintaining network stability, as well as in troubleshooting, examining, and break-fixing category 6, fiber optic cabling, servers, and switches  
Solved network problems by interacting with clients and the network management center (GNOC)  
Rendered assistance to engineers in installing Windows, Linux, and other software upgrades   
  
**Education:**  
Associate Degree in Business Management  
Indiana University South Bend (IUSB), South Bend, IN   
  
**Affiliations:**  
Member | Association for Computer Operations Management (AFCOM) ♣ Member | National Technical Honor Society  
Member | Invision Engineering   
  
**Skills:**  
Business and Systems Analysis | Project Management | Quality Assurance | Budget and Cost Control  
Risk Mitigation | Regulatory Compliance | Client Relations and Retention   
System and Application Migration | Operational Streamlining   
  
**Additional Information:**  
professional Development  
  
Certification  
CommScope  
Authorized SYSTIMAX/CommScope Engineer  
  
CommScope Structured Cabling Infrastructure Specialist (CSCIS)  
  
CommScope Passive Infrastructure Training Specialist (CPIT)  
  
CommScope Microwave Wireless Infrastructure Specialist (CMWIS)  
  
CommScope Data Center Cabling Specialist (CDCCS)  
  
CommScope Fiber Optic Infrastructure Specialist (CFOIS)  
  
CommScope Field Testing Infrastructure Specialist (CFTIS)  
Telcordia  
Professional Installation Certification  
Hilti  
Train the Trainer Fire-Stopping Safety and Installation Certification  
Langevin  
Instructional Design Certification  
  
Training Needs Analysis Certification  
  
Training Certification  
AT&T  
AT&T Certified Technician  
Building Industry Consulting Service International (BICSI)  
Technician Certification  
  
Training  
SYSTIMAX   
FC3361 Installation and Maintenance  
  
SP3321 Data Center Design and Engineering  
  
SP3351 Master Class D&E and I&M   
  
SP8800 Data Center Fundamentals  
  
SP8820 Data Center Solutions  
  
SP3500 Field Testing Specialist  
  
SP300 Structured Cabling Infrastructure Design  
  
SP1000 Infrastructure Solutions  
  
SP8850 Pre-Terminated Data Center Solutions Specialist  
  
SP4420 Fiber Optic Infrastructure Specialist  
  
SP4400 CommScope Enterprise Fiber Solutions  
  
SP6180 Microwave Radio Antenna Site Planning  
  
WR9417 FiberGuide System Installation Considerations  
  
SP8810 Data Center Design and Engineering  
  
SP6500 RF Wireless Infrastructure Fundamentals  
  
SP3802 Certifying and Troubleshooting Premises Systems