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## EXPERIENCE

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**West Corporation, Safety Services (formerly Intrado)    Longmont, Colorado    2013-Present**

***Systems Engineering Manager***

- Leadership and Management of technical teams for Platform Systems Engineers and Data Engineers building for next generation 9 -1-1 infrastructure systems.
- Responsible for recruiting and building high performance technical engineering teams.
- Supporting cross functional team collaboration between Engineering, Development, Operations and Business.
- Evangelize and drive the use of delivery Automation and CI/CD forms of deployments including the use of Jenkins, Ansible, Docker, Kubernetes, and Jira.
- Supervision of technical personnel and project management for Waterfall, Agile, and DevOps roles.
- Team project resource management and prioritization for multiple project needs coordination.
- Member of leadership team responsible for defining Agile processes to fit within SDLC.
- Work closely with Product Managers and Operations organization to set proper prioritization of work.
- Provide team support in the concept, definition, and development phases of the SDLC project life cycle.
- Drive use of internal and external cloud platforms.
- Employee performance management, career development, and training needs coordination.

**UNAVCO, Inc.    Boulder, Colorado    2013-2013**

***Systems Administrator Lead***

- Technical leadership and SA/Support team work prioritization, Budget identification and planning.
- Planning, design and assessment of shared system's needs.
- Storage administration of SAN and Direct Attach systems as well as Backup infrastructure.
- VMware systems administration, planning and implementation.
- Support for Server Hardware and OS (Linux, Windows, MAC, Solaris), Firewalls, DNS, LDAP, Email.

**West Corporation, Safety Services (formerly Intrado)    Longmont, Colorado    2004-2013**

***Sr. Systems Engineer – Systems Engineering***

- Design and Engineering of platform systems for next generation 9-1-1 infrastructure systems.
- High availability architecting utilizing Dell Servers, Compellent Storage, VMware, Linux, F5 LTM, SAN technologies and in house developed application integration.
- Disaster Recover site planning for critical customer facing 9-1-1 systems and services.
- Work closely with Product Marketing to interpret, create, and design product and availability requirements.
- Act as the interface between Software Development, Lab, QA and Operations groups ensure consistent lab and production implementations.
- Partner with Solutions Engineers, Software Engineers, Database Engineers to ensure focus on successful delivery of platform deployment design and services setting platform standards.
- Create design and deployment documentation as required per project utilizing component reuse to further drive standard deployment models.

***Storage Systems Administrator/Supervisor - Technical Operations***

- Supervisor responsibilities for storage, backup, monitoring, virtualization groups.
  - Responsible for determining work allocation for 6 direct reports to ensure successful implementation and on time delivery of project work, while continuing to provide daily support activities.
  - Coordinated creation of the virtualization operations team utilizing key individuals to focus on the standard deployment and daily operations of the company's virtualization infrastructure of 40 hosts and ~800 guest systems.
- Served as primary Storage Systems Administrator for a multi fabric SAN environment spanning multiple geographic locations.
  - Architected and administered 500+ TB Storage environment.
  - Design, administration and support of multiple Cisco 9500 director class storage switches and Cisco 9000 edge switches in multiple redundant Fabrics and VSAN's utilizing FC protocol and iSCSI protocol.
  - SAN environment design, administration, support of Solaris, Windows, Linux initiators and STK/SUN storage arrays, Compellent storage arrays, HP XP24K/20K (Hitachi), tape library and VTL targets.
  - Storage design and implementation of VMware infrastructure across multiple locations.
- Critical 911 systems design, administration and support requiring high availability and 99.999% uptime.
- Storage support and configuration for VMware ESX/vSphere environments.
- Support and administration of Veritas Netbackup environment.
- Application design and installation of Veritas Netbackup and HP Openview applications running on SUN Solaris.

#### ***Sr. Systems Administrator - Technical Operations***

- Consistently worked multiple projects for multiple business units simultaneously while continuing to provide Tier 2, Tier 3 support and administration of existing product base.
- SUN Solaris and Linux Red Hat systems design, build, and support.
- Microsoft Windows 2003, SQL 2000/2005, Exchange 2003 server builds and Microsoft Active Directory administration.
- Microsoft Operations Manager 2000/2005 design, implementation, administration and upgrade.
- SAN systems design and installation.

**BI Incorporated    Boulder, Colorado**

1998-2004

#### ***UNIX Systems Administrator***

- Designed, implemented, administered and supported custom HA environment of multiple Progress DB's and Progress Webspeed web apps utilizing a shared storage SAN and Veritas Foundation Suite Cluster Server on a Solaris platform.
- Designed and implemented SAN consisting of McData Switches and STK 9176 storage array for use with multiple Progress DB's and MSSQL DB's.
- Designed, implemented, administered and supported Legato Networker backup environment with Spectra T2 FC SAN Attached tape library system.
- Daily administration, maintenance and support for ERP system.
- Lead UNIX Systems Administrator for SUN Solaris and SCO UNIX systems.
- Windows NT, 2000 server build and administration.
- Microsoft Operations Manager implementation and administration.
- Tier2, Tier3 end user support for 300 users both local and remote.

**BEA Systems    Boulder, Colorado**

2001-2001

### ***Test System Administrator***

- Responsible for Colorado lab environment consisting of Solaris, HP-UX, Redhat, and AIX server based systems.
- Created imaging process for Solaris and Linux systems to automate test build systems and regression systems.
- Coordinated test server time and system availability for QA/Test engineers.

### **Special Transportation for Boulder, Colorado**

1995-1998

#### ***Network Systems Administrator***

- Maintain and expand LAN into second facility utilizing fiber channel network connectivity.
- Install and support Windows NT domain, Win95, WFW, DOS systems.
- Perform Hardware and software upgrades.
- Technical support and training for 25 users.

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## EDUCATION AND TRAINING

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### **Westwood College of Technology**

1997-1998

*Associate Degree of Applied Science in Computer Networking*

#### **Technical Training**

Linux Academy DevOps Essentials

Linux Academy Ansible

VMware vSphere 5.1 Install, Configure, Manage

VMware Site Recovery Manager 5.0 Install, Configure, Manage

Compellent Storage Center Administration

Cisco MDS Configuration and Troubleshooting -Extended(MDSCTX) v3.0

HP StorageWorks XP1: Configuration and Management

Netbackup/PureDisk 6.5 Admin Fundamentals of Solaris 7 (SUN Microsystems)

Lefthand Network Storage Administration

Solaris 10 System Administration I - II (SUN Microsystems)

Veritas Cluster Server (Veritas Software)

Planning, Implementing and Maintaining a MS Windows Server 2003 AD

VBScripting for Microsoft Windows Administration

#### **Certifications**

CompTIA Storage+ Powered by SNIA