# Thomas S. Warden

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## Professional Profile

**Information Technology Management Executive with 20+ Years' experience in IT Sales Support and Operations, Telecommunications / Data Communications and Disaster Recovery**

Proven, dynamic, solution oriented professional with a career reflecting expertise in management, design and operations of information technologies, cloud computing, telecommunications / data communications infrastructure, and disaster recovery / business continuity planning services. Possessing a combination of superior interpersonal skills coupled with in-depth technical systems understanding. Known for innovation and lateral thinking skills, leadership and team development and consistent success in solving a diversity of demanding business problems. Outstanding record of achievement leading to improved business processes, accelerated sales and optimized market share. Comprehensive technical and business background gained from diverse responsibilities in field assignments to senior management.

### Areas of Expertise

Strategic planning, new business development, revenue growth, complex solution development, high performance team formation and leadership, personnel training and development, budget preparation and financial performance, customer interface and negotiation, vendor interface and negotiation, project planning and management, cloud, mainframe, mid-range and Intel IT operations, infrastructure and network design, applications support, data center design and relocations, disaster recovery planning, facilities management, lease negotiations, construction management, PBX / call center design and administration.

## Professional History

**CenturyLink - Savvis**                                                                                           11/13-12/18

### Technology Principle & Senior Solutions Design Architecture Manager - Global Account Management Division

Dedicated strategic sales engineering (architect) & "virtual" Chief Information Officer (CIO) resource supporting the world's most recognized logo and a fortune 100 company (parent, subsidiaries, bottlers) globally accounting for over $25 million in revenue annually. Tasked with interfacing with "C" level and senior management to insure strategic alignment between the two companies, driving complex opportunities to closure, increasing penetration of strategic transformation initiatives within the enterprise, leading workshops and providing technical leadership to the customer around products and services offered and installed.

Accountable for working with product development and engineer organizations within CenturyLink Technology Solutions to ensure continued solution enhancements to meet customer needs and demands, providing technical sales support of all products and services within the portfolio including: Tradition Hosting Services (compute, storage and network), Colocation, Public and Private Cloud Services (Infrastructure as a Service (IaaS), Platform as a Service (PaaS) - CenturyLink Cloud (CLC), Amazon Web Services (AWS), Azure, Google, Softlayer), Cloud Orchestration Services, Cloud Application Manager (cloud-agnostic application infrastructure and application management platform), Cloud Connect Services, Outsourced Infrastructure Solutions (managed Information Technology Outsourcing (ITO) following ITIL and ITSM frameworks and methodologies), Network Services, Professional Services (consulting), Managed Security Services (Distributed Denial-of-Service (DDoS) mitigation, Managed Firewalls (Intrusion Detection System / Intrusion Prevention Service (IDS / IPS)), Web Application Firewalls (WAF), Security Log Monitoring, Virtual Private Network (VPN), Identity and Access Management (IAM), Incident Management, Strategy Risk and Compliance Services) and specialized application suites (SAP, Big Data, Managed Databases).

Responsibilities include preparing customer presentations, architectural designs, solution pricing and quotations, Request for Proposal (RFP) responses, development of Master Service Agreements, Schedule(s) of Services, defining Service Level Agreements (SLA) and Service Level Objectives (SLO), creation of Service Catalogs, Responsibility Assignment (RACI) Matrix, Statements of Work (SOW), account planning and strategy, contract and addendum negotiation, managing post sale implementations and management of engineering and architectural personnel associated with the account.

### Accomplishments:

Design, and migration of 650+ consumer web sites from customer's private infrastructure to public cloud infrastructure. Scope covered application servers, database servers, backups, disaster recovery and network components.

Successful sale of outsourcing agreement and implementation of development, quality assurance (QA), production and disaster recovery landscapes for SAP S4 HANA and ancillary components.

RFP response and negotiations leading to the sale of services for the migration from in house to an external hosted environment for full SAP ERP suit and HANA. Agreement includes outsourcing of infrastructure, infrastructure management and planning, management of OS and databases, management of base SAP environments, network and network components (local area network (LAN) & wide area network (WAN)), security, service management (full time on site engineering and operations personnel), planning, governance & reporting.

Member of the Large Deal Pursuit team focused on proposals and responses for the Fortune 100 and potential customers with estimated revenues in excess of $1M annually.

## Consolidated Data Services - Omnicom Group, Inc. 6/11-11/13

### Regional Vice President of Information Technology

Responsible for providing strategic leadership, defining processes and technologies for the successful delivery of services to the business units. Accountable for the remediation of the current environments, implementing consolidation and virtualization technologies, creation of departmental budget and fiscal accountability, defining roles and responsibilities of staff and the implementation of standards and methodologies to increase service levels to the market.

**Accomplishments:**

Consolidation and right sizing of 6 IT support and operations organizations into a single overlay organization supporting 8 agencies covering southern California. Services provided included engineering, operations, telephony, help desk and deskside support.

Managed a technology refresh throughout southern California bringing agencies up to current levels for processing, applications (enterprise (PeopleSoft, Dynamics, Exchange) and desktop (OS (Windows and Mac), Office, Trend Micro), storage and network (MPLS, firewalls, switches) components.

Initially as a consultant then as a FTE, responsible for process development, budgeting, project management and oversight, data gathering, and execution (virtualization and colocation) for over 160 physical data center locations in North America consolidating to two physical data center locations. Project focused on business applications (financial, HRS, CRM, etc.), and creative applications and content (web, print and multimedia) moving into the colocation / managed services environment. Also participated in the engineering and implementation of an enterprise MPLS network to connect locations that would be moving into the colocation / managed services environments. This portion of the project focused on circuit sizing and design, Domain and Active Directory issues, VPN connectivity, network equipment configurations (routers, firewalls and switches) and services that would need to be ported from legacy networks.

## Corus Group LLC 09/06 – 06/11

### Senior Director of Technology Strategy, Architecture & Solution Engineering

Responsible for leading Sales Solution Architecture & Engineering, Service Delivery (operations), Engineering, Product Development and Consulting Operations groups for Corus' Managed Services, Colocation, Data Center Design, Rationalization & Transformation, Relocation Services and Disaster Recovery / Business Continuity product lines. Accountable for the strategic vision, business planning, budgeting, business unit profit & loss (P&L) and personnel management within the business units. Tasked with providing subject matter expertise and resources to assist with all sales efforts, service deliver, managed services, planning and delivery of consulting services, project management and operations of all services sold.

**Accomplishments:**

Management of geographically dispersed pre-sales support personnel (architects and engineers), PMO and consulting team delivering Solution Designs, Costing Assessments for Professional Services Engagements (High Availability Solutions, Managed Services, Hosting and Outsourced Solutions), Disaster Recovery and Business Continuity Planning (DR / BCP) Solutions, Data Center Design and Relocation engagements, Data Center Virtualization, Transformation and Consolidation Projects, Project

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## Professional History – Continued

Management for Data Center Construction and Build Out. All leading to quarter over quarter increases in committed revenue and unit profitability.

Implementation and management of IT service delivery team (operations) to support Out Sourced and Managed Services Customers. Team consisted of Solutions Architects, DBAs, hardware and network engineers supporting iSeries, pSeries, Windows, Linux and storage systems. Team supported implementations to the OS level as well as Managed Services installations supporting applications, web services, Exchange, databases, and network infrastructure. Team was responsible for engineering and on boarding, operations development as well as operations and maintenance of systems once in production.

Responsible for management of Corus' Disaster Recovery / Business Continuity Planning and Consulting Practice. Personally authoring (billable), as well as managing consultants in the creation of numerous Business Impact Analyses, Recovery Options Studies and Costing Models, Crisis Management Plans and comprehensive Corporate Business Resumption / Disaster Recovery Plans providing strategies and plans for timely recovery of all critical business / support functions, information Technology, telephony and  customer facilities.

Responsible for management of Corus' Data Center Design, Rationalization / Transformation (Consolidation and Virtualization) and Relocation Consulting Practices.

Development and cultivation of executive and "C" level relationships with customers and potential customers.

Management of IT implementation, equipment and infrastructure acquisition, transition (post-sales) and testing for DR Services, High Availability, Data Vaulting and Back Up. Services focused on Intel, UNIX mid-range (HP, Sun, IBM [i, p Series] and IBM z series processing platforms and a wide variety of network infrastructure and storage systems.

Responsible for delivery of consulting engagements focused information security audits and reviews (PEN, PCI Audit, Process and Controls).

Responsible for contract negotiation of external vendor services and "White Label" service offering.

Tasked with uncovering additional "pull-through" sales and services revenue opportunities within existing customer base.

Responsible for development of Master Service Agreements, Schedule(s) of Services, defining Service Level Agreement(s), Statement(s) of Work and Quality of Service commitments for services offered.

Implementation of processes and procedures for sale support and product delivery efforts across all product lines.

Responsible for customer management and satisfaction thru conducting quarterly service plans reviews, customer satisfaction evaluations and managing post-test and event reviews.

Tasked with development of pricing models for services, as well as sales compensation structure and commission approval for all services sold within the business unit.

Development and Deployment of Corus' shared hosting model for iSeries, Unix and Intel platforms (hosted VM offering), Corus' Cloud Computing (IaaS) and Cloud Based Storage (STaaS) offerings, Data Vaulting / Mirroring services, HA product offerings, OS and Application Storage offerings.

Provided sales support and engineering for Cisco (network & VoIP), Foundry and Juniper product lines.

In conjunction with Corus' Marketing Department, developed marketing materials and campaigns around Corus' Managed Services and DR/BCP offerings.

Personally performed a technology and infrastructure Due Diligence Review for a global IT outsourcer's acquisition of a US based IT services provider ($600 Million transaction).

Numerous Presentations and Webinars to customers and industry groups in the area of Disaster Recovery and Managed Services, detailing solutions, designs and best practices.

Articles published in several periodicals discussing Disaster Recovery, IT and Telecom best practices.

**AT&T - SBC**                                                                                                    06/04-03/06

**Director of Global Service Management - Global Markets Customer Care**

(3rd level managment) responsible for account management supporting technical and repair issues, provisioning and billing of a portfolio of Global Accounts (Coca-Cola, Cox Enterprises, Delta Airlines, The Home Depot, BCD Travel and seven others) that range individually from $8-74 million in revenue annually, utilizing a wide array of products and intergraded solutions (network (local, VoIP and long distance), data (Frame Relay, MPLS, Internet / managed IP), CPE (Nortel, Cisco)), wireless and other products and services). Solely accountable for the development of strategic service plans, conducting customer satisfaction evaluations, managing post mortems reviews and executive project management oversight for AT&T involvement in customer installations and projects . Designated as the $3^{rd}$ level escalation point for trouble and problem resolution for Global Accounts. Tasked with overseeing the execution of AT&T's performance as specified in a customer's Global Service Plan and adherence to contractual obligations, directing the implementation of complex process improvement methodologies that correct deficiencies and enhance the customer's perception of AT&T as the leading service provider. Responsible for the performance and oversight of both professional (non-union) and craft (union) personnel.

**DTW Enterprises Inc.**                                                                                           10/02-06/04

**Vice President & Principal**

Provided executive sales and marketing strategies, product management, and engineering support to several start-up facilities based CLECs (Competitive Local Exchange Carrier) providing bundled voice and data services, wireless (802.11) internet, DSL and ISP services. Subject Matter Expertise for the planning and delivery of voice and data communications consulting services, project management of communications projects, data center relocation and disaster recovery /business continuity projects.

**Accomplishments:**

Global Enterprise Contact Center Cost of Ownership project for international electronic payment systems company.

Project Management for disaster recovery project and data center build out to return Disaster Recovery / Business Continuity capabilities in-house from a third party provider, for a financial and payment services software company.

**SunGard Availability Services - SunGard Data Systems**                                                          8/96-10/02

**Senior Sales Engineering Manager**

Responsible for the management of direct reports providing technical pre and post sales support (Solutions Architects) to account executives and account managers in a nine state territory, generating revenue of $50 million per year. Services provided included Disaster Recovery Services, Colocation & Hosting Services, Managed Services, Network Services, Disaster Recovery / Business Continuity Planning and Consulting, and High Availability Services. Personal responsibility for preparation of proposal responses, contract negotiations and executive and "C" level presentations to potential and current clients (Coca-Cola, AFLAC, Delta Airlines, The Home Depot, Westinghouse, BellSouth, Cingular, SITA, BCD Travel, and others) and industry seminars describing disaster recovery services and methodologies, colocation and web hosting services, dedicated and on-demand network services to support mid-range and mainframe data processing installations.

**Accomplishments:**

Management of geographically dispersed sales support engineers and solution architects focused on providing support to twenty-five sales executives focused on disaster recovery, colocation and hosting offerings.

6 consecutive years of exceeding challenging regional sales support and sales quotas.

Billable managing consultant providing Business Impact Analysis, Disaster Recovery Planning, Data Center Migration and High Availability solutions.

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## Professional History – Continued

Successfully prepared RFP/RFQ/SOW responses and proposal presentations to both operations staffs and "C" level management resulting in long term contracts with various Fortune 100/500 companies, federal agencies (U.S. Army, National Finance Center, USDA), state governments and local government agencies.

Design and implementation of data processing environments to support customer's recovery and production needs utilizing all major equipment environments mainframe, mid-range, Intel and storage.

Responsible for the design and project management for the build-out of production data centers for outsourcing and third party location needs.

Team member for design, implementation and marketing strategies for SunGard's National Network (SNN); Web Re-Direct offering; and colocation/hosting services, High Availability, vaulting/mirroring, System Monitoring products.

Guest speaker and presenter to industry seminars and professional organizations.


**PacTel (Pacific Bell) Cellular / AirTouch Cellular**                                                5/89-8/96

## Manager of Information Systems, Telecommunications & Data Communications

Responsible for management of $5 million annual department budget. Fully accountable for overall strategy of IS, telecommunications / data communications technology acquisition and integration, vendor selection and negotiation, usage and load forecasting, workload planning, project and departmental budgeting and administration. Planned and directed implementation of emerging information technology, voice and data network solutions supporting AirTouch's east coast operations. Provided direction regarding technology solutions to affiliate markets throughout the U.S. Led cross-functional project teams and supervised technical and administrative staff with up to 20 reports. Fully accountable for department's strategic vision and leadership. As **Facilities Manager:** Responsibilities in this position include the acquisition, design, construction, and all operational issues (budget, maintenance, security, furnishings, etc.) for all network (Central Offices), business and retail locations within the market (250,000 + sq. ft.), as well as the design, engineering, and management of all voice and data networks within the market. Staff reporting to this position included facilities coordinator, security coordinator, mailroom staff, telecom and PBX technicians, and data communications engineers. As **Network Purchasing and Inventory Manager:** Responsible for all network capital purchases and engineering design review for a cellular network (cell sites, switching and backbone transmission) with a yearly departmental construction and expansion budget of $20 million, as well as managing warehouse and installed network inventories. This position required negotiating favorable pricing and terms for equipment not purchased under blanket corporate agreements, verifying pricing and terms of equipment purchased under blanket corporate agreements, scheduling of equipment to meet network expansion and upgrade timetables; verifying that equipment meets engineering specifications; insuring the integrity of the automated inventory system; interfacing with vendors; working closely with the network engineering, operations and construction staff. Staff reporting to this position included network accounts payable staff, engineering review and estimating staff, inventory control coordinator and warehouse staff.

**Accomplishments:**

Team leader and member of corporate Technical Advisory Group and Architecture & Standards Committee.

Team leader and member of various Quality Action Teams.

Management of Macintosh & Intel end user environment, UNIX server farm & MVS billing applications to support 650+ end users and 400,000 customers.

Design and implementation of various WAN/LAN and voice projects supporting 1000 users (corporate & partners / agents). Network consisted of a 62 node ATM / Frame Relay IP network and a Nortel based PBX network consisting of eight PBX systems running in tandem.

Project manager or team member for implementation of various enterprise software applications - CIBIS (Cincinnati Bell Information Systems), PRISM (PacTel Regional Information System), Oracle, Poindexter (in house CRM application), corporate wide customer service CTI (Computer / Telephony Integration) project, Periphonics and Octel based IVR systems and deployment of HP OpenView network management system.

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## Professional History – Continued

Design, acquisition and project management for the build out of two MTSOs (Mobile Telephone Switching Office) & billing data centers.

Acquisition, design, project management and construction of a 100,000 sq. ft. business office (including regional data center), an 18,000 square foot warehouse and assembly site for cell site construction, a 10,000 square foot service center and cell phone inventory facility and 32 retail sales and installation locations.

Implementation of an Avaya PBX with ACD, Audix, CMS, and Call Accounting system supporting a 500 agent customer service representative call center (customer service, billing, activations and help desk).


**Lightnet - SNET**                                                                              2/89-5/89

### Network Designer

Responsible for OCx and DSx circuit design for SONET system expansion and network redesigns, as well as supervision of field technicians during configuration, provisioning, turn-up and acceptance of circuits.


**Alcatel - DSC Communications**                                                                 6/86-2/89

### Field Applications Engineer

Responsibilities included installation, turn-up and acceptance testing, customer training, large scale project planning, field verification testing and problem resolution on DSC switching (tandem & DACS), HICAP transmission and data equipment (DS3, OC3 and above).


## Education

**Auburn University** - Auburn, Al.                                                               9/79-8/84
BS Aerospace Engineering

**DeVry Institute of Technology / Keller –** Atlanta, Ga.
Graduate courses in Information Services and Telecommunications Management**.**
Guest lecturer for undergraduate classes; voice and data communications.

**Georgia State University; Dekalb College** - Atlanta, Ga.
School of Business.  Courses in general business curriculum (accounting, finance, business law) and personnel management (employment law & regulations, marketing).


**Seminars, Continuing Education & Certifications**
Amazon Web Services (AWS) Big Data Technology Fundamentals
Amazon Web Services (AWS) Security Fundamentals Certification
Amazon Web Services (AWS) Business Professional Certification
Large Account Management Process – Miller Heiman
Strategic and Conceptual Selling – Miller Heiman
ITIL Foundation
PMP Certification (PacBell)
Lean Six Sigma – Yellow Belt
The Quality Advantage - Certified Facilitator
Total Quality Management - Trainer & Facilitator
Finance for Non-Financial Managers (Georgia Tech)
Effective Leadership Skills I & II (PacBell)
Performance Planning & Development (PacBell)

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## <u>Professional History – Continued</u>

Disaster Recovery and Restoration for Telecommunications Facilities and Networks (Auburn University)
Optimizing Warehouse Operations (Auburn University)
Cisco Certifications - AGS, MGS Administration
Voice over IP Convergence Engineering (Avaya)
Essentials of MPLS
Internet Components and Architecture
Northern Telecom / Nortel Certifications - Operations & Administration: Meridian SL-1, opts 21, 81,100, Symposium, Meridian Mail
AT&T / Lucent Certifications - Operations & Engineering: 5ESS, System 75/85 and G series, AUDIX, CMS
DSC Communications Certifications - Operations & Engineering: DEX400, DEX600, cellular (tandem (CO) switches), DEXCS (DAC) DSC Network Management Systems