

Jonathan Martin

IT leader with 19 years of IT experience. I possess a deep knowledge of enterprise IT practices and systems. My passion is to create high performance teams, consistent practices and a healthy culture.

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EXPERIENCE

Senior Director of IT Infrastructure

March 2022 – Present

Somatus, Mclean, VA

- Manage teams across multiple disciplines; cloud engineering, cloud governance, application support, Microsoft 365 administration, service desk and project management
- Onboarded new outsourced service desk with established KPI and SLA metrics
- Defined architecture standards for Azure cloud
- Refined onboarding and offboarding processes to reduce time to complete, improve quality of onboarding experience and meet compliance timelines for offboarding
- Implemented policies and solutions to ensure compliance with HiTrust and HIPAA
- Established a DevOps team and aligned teams to agile practices improving observability and team velocity
- Created, employed and adopted ITSM processes and policies organization-wide

Director of Global IT Infrastructure

May 2020 – March 2022

QIAGEN, Germantown, MD

- Built and led teams that support global network, data center and voice services
- Developed and managed strategic roadmaps and continuous improvement program with regular reports to CFO and IT leadership
- Managed annual SOX compliance audit for IT technologies
- Led cloud transformation from on-premise data centers into Azure
- Managed annual operational (~8M) and capital (~6M) budgets
- Led IT engagement in Due Diligence efforts and M&A integrations
- Managed key vendor relationships and ensured partnerships stayed aligned and productive

Head of Global IT Portfolio, Program and PMO

May 2016 – May 2020

QIAGEN, Germantown, MD

SKILLS

Organizational Development

Build and successfully manage high performing operations and project management teams

Technical Expertise

Deep understanding of both cloud and on-prem architectures, networking SaaS, PaaS, IaaS and Service Desk

Strategic Planning

Analyze organizational process/system maturity and develop and execute strategic/tactical roadmaps

EDUCATION

MBA

University of Maryland Global Campus
Jan 2018 – May 2020

BS in IT System Mgmt

University of Maryland Global Campus
January 2013 – May 2017

CERTIFICATIONS

PMI PMP

Since 2009

- Planned, managed and controlled the global IT Portfolio (~10M)
- Led Global IT PMO team responsible for all global IT infrastructure project
- Managed IT Asset Lifecycle ensuring that investment strategies align with expenditure expectations
- Led IT engagement in Due Diligence efforts across all IT technologies and manage M&A projects post-sign

Technical Operations and Project Manager

September 2014 – May 2016

QIAGEN, Germantown, MD

- Managed vendors and staff to ensure that operations teams are delivering to both data center and desktop standards and SLAs
- Aligned global IT to regional business needs and activities
- Managed global IT Operations projects : SAP ERP Upgrades, WebEx Rollout, Data Center Migration,M&A Integrations, Global Disaster Recovery, Branch Office Migrations

IT Consultant

October 2012 – August 2014

ICF International, Fairfax, Virginia

- Managed a project to develop a Quality Management approach for a federal client that measured against the critical success factors of the business and identified risks to the enterprise
- Designed new programs to measure technical systems performance, customer satisfaction and project efficiency
- Performed quality assessments of IT systems and processes in domestic US and global offices
- Supported improvement of System Development Life Cycle (SDLC) approach
- Managed a project team which designed and implemented data models, workflows and interfaces for a SharePoint application for managing multi-year, multi-million-dollar contracts

IT Operations and Project Manager

October 2006 – October 2012

Chevo Consulting LLC, Rockville, Maryland

- Developed and executed ITSM best practices
- Developed project management and contract proposal systems in Microsoft SharePoint to meet business' needs for greater project transparency and efficient proposal collaboration
- Responsible for all service requests and issues from Tier I desktop through Tier III including network, VoIP and disaster recovery

EDUCATION AND CERTIFICATIONS

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