

Work Sample: Multi-Site Infrastructure

Title: Standardizing network and access control across 18 facilities

Role: Technology leader for a multi-site public organization

Challenge: Improve reliability and safety across sites with 1,000-plus networked devices, cameras, and keyless entry, in partnership with public safety.

Actions:

- Built change control and incident response playbooks with after-action reviews.
- Consolidated vendors and established scorecards, SLAs, and lifecycle plans.
- Implemented monitoring and inventory accuracy with clear ownership.

Results:

- Fewer unplanned outages and faster MTTR.
- Audit-ready documentation and access hygiene.
- Predictable budget and refresh plan aligned to risk.

Focus Areas: Network, access control, video systems, compliance, vendor management, and training.

Takeaway: Process and ownership, paired with standards and monitoring, lift service quality and trust.