

Experienced Technology Leader adept at handling both strategic and tactical initiatives while also focusing on building and leading highly effective, customer centric teams. Specializing in SRE, DevOps, Cloud and Datacenter Infrastructure Operations, and Operational Excellence (Incident/Problem/Change) organizational leadership; including autonomous ops product design, engineering, implementation, and support.

Work Experience

4/2021 – 11/2021, WebPT – Phoenix, AZ

Sr. Director SRE

- Led Data Center and Cloud Infrastructure Engineering, Database Administration, Developer Experience, Integration Engineering, and Production Product Support Engineering functions.
- Implemented Major Incident Management, Project Management, Disaster Recovery Program, and Defect prioritization/workflow.
- Delivered on-prem to AWS DR capability for SaaS platform with completed functional testing, AWS Relationship management, budget management, and EDP/MAP planning.
- Completed analysis of overall site stability and future roadmap, organizational planning for growth, and process improvements for SDLC.

4/2019 – 4/2021, TicketMaster – Scottsdale, AZ

Technical Operations Director

- Built and led Central Operations functions including L1 operations, Change Management, Incident Management, and Problem Management.
- Led Security Operations for TM in cooperation with LiveNation Information Security; supporting defect/vulnerability remediation, audit/compliance support, process maturity efforts, and tooling selection and deployment.
- Consolidated operational tooling and built an engineering team for the support and development of internal products delivering product management, inventory and asset management, dev and ops work management, alerting and monitoring, and operational reporting capabilities.

6/2017 – 4/2019, PayPal – Scottsdale, AZ

Site Operations Director - Command Center

- Responsibilities included leadership of PayPal.com Site Availability and Reliability, managing Command Center Operations, Critical Incident Management, Change Management and Problem Management teams along with Auto-Triage and Incident Command Platform engineering teams.
- Reinvented traditional ITSM through the implementation of automation and machine learning, supporting the build out of capabilities to expand embedded Site Reliability Engineering (SRE) functions within PayPal.
- Led global organization of 70+ FTE, 5 Managers

7/2012 – 6/2017, PetSmart – Phoenix, AZ

Service Delivery Architecture and Strategy Director, Chief of Staff

- Lead Architecture and Strategy within Infrastructure and Operations, focusing on both technology and organizational capabilities. Responsible for Enterprise Data Center, Cloud, Field, and End-User technology services.
- Member of architecture board, responsible for project review and acceptance.
- Lead Operational Excellence, including ITSM process maturity and DevOps/SRE process and tooling integration. Driving IT to be a better strategic partner with the Business through faster delivery techniques and frictionless operations.
- Infrastructure and Operations budget management, 50M+. Organizational Strategy for I&O, 100+ FTE.

Customer Technology Operations Manager

- Responsible for support, availability, and enhancement of eCommerce/Mobile technologies, In-Store Service and Payment/POS solutions.
- Development manager for Point-of-Sale software.
- Led reorganization work streams and the introduction of transformational work methods such as Kanban adoption and Continuous Improvement.
- Managed operations for SaaS, PaaS, and on-prem applications.
- Leveraged interns to implement and demonstrate CI/CD automated testing capabilities.

Enterprise Technology Manager

- Responsible for Enterprise Unix/Linux, Database, Storage, and Backup architecture, engineering, and administration.
- Partnered with Enterprise Application, Services, and Business Intelligence teams for new and existing product development, rollout, and support.
- Delivered successful technology refreshes for Enterprise Unix, Storage, and Backup infrastructure; focus on technical currency and expense management.
- Planning, coordination, and execution of enterprise Disaster Recovery tests.
- IaaS capability rollout including puppet/git/jenkins/jira/confluence tool rollout for DevOps adoption.
- Selected for and completed PetSmart's 'Talent Acceleration Program' 2013 cohort.

7/2007 – 7/2012, PayPal an eBay Company – Scottsdale, AZ

Cloud Engineering and Infrastructure Manager

- Server, Network, and Storage infrastructure engineering and support within PayPal Development, QA, and L&P environments.
- Worked on a full environment data center migration which included complete technology refresh, 50% reduction in DC floor space, and move from 20% to 80% virtualization.
- Responsible for support and development of internal private cloud infrastructure and PaaS environment for application development.
- Team management across Arizona, California, and India. Budget Management, 20M+.

Site Operations Program Manager - Command Center

- Worked with Developer Platform services, in partnership with Rackspace, on the operational requirements for a Magento PaaS offering on Openstack.
- Responsible for program efforts within Command Center Operations, primarily related to broadening and strengthening the tier 1 and 2 site support in order to increase first response and decrease time to resolve Paypal.com impacting incidents.
- Cross-functional process and workflow analysis, redesign, and implementation.

Site Operations Manager - Command Center

- Availability management and crisis management for Paypal.com.
- Created, communicated, and managed procedural streamlining efforts within the Network Operations Center, focusing on cross shift consistency and best practices adherence.
- Selected for and completed eBay's 'Emerging Leaders Program'

4/2003-7/2007, DHL Worldwide Express – Scottsdale, AZ**Principal Solutions Support Engineer**

Subject matter expert for Global Shared Data Services (SOA) and Customer Service solutions. Participated in the development lifecycle, requirement definition, technical acceptance testing, solution implementation, and pre/post production support. NA/SA lead for global solution delivery and support.

2/2000-4/2003, Genuity Managed Services a Level(3) Company – Phoenix, AZ**Oracle DBA and UNIX Systems Administrator****12/1998-2/2000, InterSystems Corporation - Cambridge, MA****Support Advisor****9/1998-12/1998, Engineering Planning & Management - Framingham, MA; Programmer/Analyst 1****Education****Arizona State University 2015, Bachelors in Interdisciplinary Studies – Business/Psychology**

Summa Cum Laude

Phi Kappa Phi

References furnished upon request.