

Ian J. Donaldson

15424 S. Eagle Crest Drive • Draper, UT 84020 • 913-915-0384
IanJosephDonaldson@gmail.com

Systems Analysis / UNIX / Software Testing / Information Security & Risk / Change Management / Configuration Management / Project Management / Team Leadership / Incident management / Mission Control / Python / SDLC / Microsoft Office Suite / Cost & Benefit Analysis / Kubernetes

- Expert in System Analysis, Design, and Testing with Regards to Healthcare Systems, Banking, and Insurance
 - 10+ Years of total IT experience in Financial / Insurance /Healthcare Sectors.
 - 10+ years of experience on handling Data Center operations across ASIA, EMEA and North America.
 - Good Understanding of SDLC processes & Agile, Waterfall project management methodologies.
 - Expertise in Incident management, Identifying Root Cause Analysis, and Problem Trend analysis.
 - Expertise in Designing BCP (Business Continuity Planning) and Application failover.
 - Expert in implementing organization's Best practices & methods across IT units.
 - Expertise in Unix BoKs/Keon security architecture and access management
 - Able to evaluate operations and assist in the optimization and delivery of server infrastructure improvements.
 - General understanding of information security concepts pertaining to protecting data.
 - Strong communication (verbal and written) and presentation skills.
 - Strong Corporate Risk and Information Security Management skills.
 - Customer Relationship management
 - Experience in managing and leading Virtual teams across the globe.
 - Strong Technical Project Management and Systems Architecture design and implementation.
 - Excellence in delivering cutting edge technologies such as Kubernetes on time and under budget.
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Current Position:

Company – National General Insurance – Information Technology

Duration: Feb-2016 – Current

Title: Unix Systems Architect

Environment: 350 Linux servers consisting various business applications, Oracle Databases, and Kubernetes Clusters.

Working as a **Systems Architect and Technical Project Manager** in the Information Server Technology Organization.

Roles & Responsibilities:

- Working with various business organizations to design, implement, and support mission critical applications.
- Designing various system and business application alerting to proactively avoid costly downtimes.
- Implementing first of its kind Kubernetes clusters as Systems Architect and Lead Technical Project Manager.
- Delivery of containerized applications sped up application development and performance.
- Acted as liason between various infrastructure teams and business application teams.
- Developed and executed plans for migrated Virtual Machines between various hypervisors.
- Technical project manager from NGIC side for VxBlock Implementation.
- Automation of reporting for tracking licenses used to avoid costly auditing and compliance issues
- Planned and Architected PCI Payment Gateway project on Kubernetes through which all payments in company flowed.
- Led Technology planning and architecture for migrating off legacy FileNet Document Management system to OpenText
- Developed and d.employed a scanner which successfully flagged all upcoming expiring SSL certificates which resulted in zero outages.
- Coordinated presentation with cross function groups such as the Network, DevOPS, Cybersecurity, and EIS for the Payment Gateway Project's containers implementation in the PCI environment.
- Automated end to end server Linux server builds while on KVM hypervisor with Pacemaker Clustering
- Automated the process of creating a database cluster service group and provisioning the associated storage.
- Created Enterprise Wide Asset Management Sharepoint Site for Tracking all Unix and Linux Assets
- Worked directly with OpenSource Upstream Technologists on coordinating bug fixes and enhanchments via team collaboration tools such as Slack, MS Teams, and Zoom.

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Previous Positions:

Company – Wells Fargo – Corporate Risk

Duration: Aug-2015 – Feb-2016

Title: Information Security Analyst 4 (Contractor – Signature Consultants)

Environment: 25,000 Unix servers consisting of Linux, AIX, and Solaris.

Working as a **Senior Information Security Analyst** in Enterprise Access Management of Wells Fargo, which provides the 24x7 access and security support to Wells Fargo Brokerage, Corporate, Lending, and Retail Banking.

Roles & Responsibilities:

- Analyze current security architecture of various line of business applications running on large numbers of Unix hosts
 - Engineer future framework of security for applications
 - Perform migration from legacy security architectures VAS/PowerBroker and legacy Keon, to single integrated BoKS/Keon domain
 - Investigate, triage, and correct application and human security access
 - Reduce root and privileged access by up to 75%
 - Implement 2-factor RSA authentication for any root access
 - Restrict various login, su, and suexec access to appropriate teams and personnel
 - Lower operational risk by cleaning up unwarranted access
 - Present and review current and future security states with key business stakeholders
 - Work with large amounts of raw data using shell scripting and Microsoft Excel to develop clean documents
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Company – Goldman Sachs – Global Infrastructure team

Duration: July-2014 – Aug-2015

Title: Associate

Environment: 40,000 Unix O/S consists of Linux and Solaris as well as VM's built on ESX machines.

Working as a **Senior System Administrator** and **Analyst** in Technology Service Operations of Goldman Sachs, which provides the 24x7 support to Goldman Sachs equities, derivatives, commodities, & FICC business group.

Roles & Responsibilities:

- Managed Incidents and Proactive Alerts to avoid Business disruptions during trading hours
- Worked with cross function technology teams to deliver Business Value.
- Provided training/guidance to business owners
- Administered and supported weekend activities of Large Data center moves.
- Business Continuity Planning, including developing detailed plans for weekend testing.
- Managed the Securities Infrastructure for NIS, LDAP software.
- Scripted CfEngine playbooks for mass configuration of servers
- Automated daily tasks and reporting with some Python, Perl, Ksh, and Bash scripting
- Implemented and applied standard processes for scope/change management, risk management, issue management, quality assurance, estimate variances, and project communications.

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Company - Cerner Corporation – Technical Upgrade Center, Abilities Lab

Duration: May 2010 – July 2014

Title: System Engineer

Environment: Remote and On-site Hospital Systems Consulting.

Worked as a **Backend System Engineer** and **Administrator**. 2 years experience in Technical Upgrade Center, which provided remote and onsite support to global healthcare systems. 2 years experience in Abilities Lab focusing on UNIX and Oracle testing for largest Cerner clients with particular focus on performance.

Roles & Responsibilities:

- Worked directly with 18 hospital clients remotely and on-site location for projects
 - Performed planned downtime for code upgrades averaging 30 minutes verse standard 120 minutes
 - Supported 99.99% SLA 7x24x365 system uptimes in highly sensitive production healthcare environments both domestically and globally
 - Tuned Red Hat Linux to improve stability and performance by following best practices
 - Analyzed performance impacts of hardware and software changes to determine capacity and utilization to determine appropriation of resources for expected workload
 - Automated performance, stability, and workload statistics
 - Presented findings and recommendations using Microsoft PowerPoint to executive and client audiences
 - Wrote SQL reports to paint a picture of current client landscapes
 - Worked with clinical teams to develop workflows for automated test harness
 - Modeled data using Excel in order to produce executive reports and charts
 - Led project management, system testing, and tuning of 6 node HP DL980 cluster
 - Developed client viewable documents and knowledge transfer for enterprise solutions
 - Led Change Review Board calls pre and post upgrades and migrations
 - Documented system configurations on client-by-client basis
 - Maintained partnerships with vendors such as HP, Oracle, Red Hat, and IBM
 - Provided timely and on-going communication to appropriate stakeholders
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Early Career

Finance Honors Student Managed Investment Fund

Salt Lake City, UT

Portfolio Manager

Aug. 2009 – May 2010

- Managed a \$150,000 investment fund that outperformed the S&P 500 by 16.8% during tenure
- Recommended: buy EMC (+16%), buy Celgene (+2%), hold QQQ Powershares (+22%), and hold Akamai (+86%)

Madison Apartment Group

Salt Lake City, UT

Leasing Consultant

May 2009 – Sept. 2009

- Raised occupancy rate 11% in one month for a total 96% units occupied exceeding team & personal goals

Brighton Bank

Salt Lake City, UT

Teller/Admin

May 2008 – Sept. 2009

Education

University of Utah, David Eccles School of Business

Salt Lake City, UT

Bachelor of Science, Finance

May 2010

Bachelor of Science, Information Systems

May 2010

- GPA 3.6 / 4.0 - Dean's List
- Awarded Clara Abbott Scholarship for outstanding academic excellence 2005 – 2010