Ian Donaldson

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Adaptive Technology and Analytics Leader with Focus on Impact

MBA/MSBA Candidate, with competitive results in driving technology and analytics focused change across enterprises and industries including IT, Financial, Insurance, and Healthcare.

- Dedicated to acquiring new knowledge, through difficult and demanding courses, and using this armamentarium as a catalyst for positive change to propel growth.

- Certified Project Management Professional with a history of leading successful agile teams and technology projects to completion and steady state support.

- Experienced System Architect familiar with planning, analyzing, designing, implementing, automating, and supporting organizational technology and information systems stacks.

Expertise: Leadership | Systems Architecture | Project Management | Data Analytics | Information Security

Key Skills: Linux | Bash | SQL | NOSQL | R | Python | Excel | Power BI | Power Point | Kubernetes | SaltStack

Professional Experience and Results

National General, Winston-Salem, NC   2016 – present
Insurance company owned by AllState with $5B in annual revenue and ~9,000 staff.

System Architect (2020– present)
Lead team of 3, technical strategy, and execution related to infrastructure activities for 400 Linux servers.

- Directed prioritization and implementation of IT strategy based on business and security requirements.

- Designed executive dashboards by building automated pipelines to pull metrics like capacity and licenses.

- Modernized IT infrastructure and data stacks through deploying carefully selected technologies.

Key Results
- Pitched Rancher as Kubernetes vendor saving 90% over in-house vendor quote for Pivotal/Tanzu; Project was so successful Application Development targets 100% deployment on this platform.

- Automated license tracking system across disparate clusters saving $500K liability on audit.

- Built data pipeline across infrastructure, database and Power BI report saving 3 weeks on lead time for purchases and decreasing annual storage capacity outages by 0.5% .

System Engineer III (2016 - 2020)
Contributor to team of 5 system engineers supporting infrastructure activities and operations.

- Partner with various cross functional teams to design, implement, and support mission critical apps.

- Perform root cause analysis, remediation, and future preventative measures.

- Script manual operations to reduce man hours, increase stability, and reduce human error.

Key Results
- Reduced end to end delivery of Oracle database delivery from 1 week to 1 hour with python.

- Migrated off RedHat as support vendor to SUSE saving $400K in annual contracts.

- Built self service Linux server deployment automation in bash on KVM reducing VM delivery from 3 weeks to 10 minutes.

Wells Fargo**,** Winston-Salem, NC   2015 - 2016
Nation bank and financial services, with $33.8B in annual revenue and ~ 37,000 staff.

Senior Information Security Analyst (Contractor – Signature Consultants)
Analyzed current information security architecture and access for various lines of business developing and implementing new models across 25,000 Unix, Linux, AIX, and Solaris servers.

- Reduced privileged access across lines of business by 75% decreasing related corporate risk by analysis of large amounts of raw data.

Goldman Sachs**,** Salt Lake City, UT   2014 – 2015
Global investment bank and financial services, with $88.3B in annual revenue and ~ 270,000 staff.

Senior Technical Associate
Oversaw 24x7 support of 40,000 Unix and Linux systems as part of the Technology Service Operations ensuring equities, derivatives, commodities, and FICC business groups remained running and stable.

- Led team to reduce active incident queue by 99% from several thousand to daily average of less than 10 at turnover through better automation and configuration management support.

Cerner, Kansas City, MO   2010 – 2014
Global healthcare software and hosting company, with $3.4B in annual revenue and ~ 15,400 staff.

System Engineer
Provided remote planning and on-site support for global healthcare system IT upgrades for 2 years. Additional 2 years in performance lab analysis focusing on expanding boundaries of what was possible for largest hospitals using full real world data set exports.

- Developed standardized formal change management plan decreasing average code upgrade downtime from 120 minutes to 30 minutes.

- Led upgrade review board meeting for consulting team identifying and communicating key issues to stakeholders reducing average go-live issues by 10%.

- Analyzed large production datasets from largest client to identify key opportunities for working with development to expand performance upper limits by 30%.

Education

Candidate, Master of Business Administration (MBA)
University of Utah, David Eccles School of Business, Salt Lake City, UT**,** 08/2024

Key Courses: Data Analysis and Decision Making | Marketing Management | Financial Management | Financial Accounting | Managing and Leading in Organizations | Conflict Management | Business Ethics

Candidate, Master of Science (MS), Business Analytics
University of Utah, David Eccles School of Business, Salt Lake City, UT**,** 08/2024

Key Courses: Business Analytics | Stats and Predictive Analytics | Capstone

Candidate, Certificate of Completion, Graduate Certificate of Supply Chain
University of Utah, David Eccles School of Business, Salt Lake City, UT, 08/2024

Bachelor of Science (BS), Finance

University of Utah, David Eccles School of Business, Salt Lake City, UT**,** 05/2010

> **Activities and societies**: Student Investment Fund - chosen as 1 of 18 students to manage a $140,000 investment portfolio fund; responsibilities included researching, analyzing, reporting and pitching new exchange-listed equities, ETFs, and money market investments. Outperformed S&P 500 by 16.8%.

Bachelor of Science (BS), Information Systems

University of Utah, David Eccles School of Business, Salt Lake City, UT**,** 05/2010

> **Activities and societies:** Tek Club.

Certifications

Project Management Professional (PMP), Project Management Institute (PMI), Cert Number: 2272237, 2018