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### **CAREER SUMMARY**

**Management Experience**: Management professional with 12+ years’ experience in the computing industry; with six years focused on data center operations support services, and six years building & deploying Cloud Computing solutions. Experienced managing professional and operations teams, as well as all aspects of program and technical project management, including DevOps, Agile, and SRUM Master duties. Products managed include Cisco Universal Computing System, Red Hat OpenStack (converged infrastructure), Docker Engine, Docker Trusted Registry, CoreOS Quay, Cisco 'Enterprise Container Hub', Facebook Open Compute gen 1, and Quanta QCT line.

**Systems, Software, & Database**: 7 years’ experience in software development & management. Experienced managing global software development teams in building Enterprise scale systems. Major product achievements include OpenStack on UCS Solution, and Cisco’s internal Enterprise Container Hub infrastructure deployment. Experienced in Database development, reporting, & analysis. Fluent English & Mandarin Chinese.

## PROFESSIONAL EXPERIENCE

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| **CISCO SYSTEMS** Milpitas, California  **Global Infrastructure Project Manager – Enterprise Container Hub (ECH)** April 2016 – September 2016   * Managed Cisco ITs first production deployment for Containers: “Enterprise Container Hub (ECH).” The ECH program is a customized deployment of Quay.io Hub, written by CoreOS. The ECH ecosystem deployed in Cisco leverages the Docker Engine for builds and Clair vulnerability scanning for security. * Managed the ECH program in a DevOps model, combining Architecture & Design + Operations meetings & workflow to ensure continuous DevOps interaction, instead of a “hand off” approach. Drove the development & deployment of ECH through Minimum Viable Product (MVP), and first product iteration. The product iterations were completed & deployed with full feature requirements and on schedule. * Managed all aspects of the ECH Operations and Service Support models. Defined service priorities & SLA requirements for the Application layers and worked with internal product teams to align SLA & support priorities for ECH sub-components managed by separate teams (DB and Storage). Led operations TOI, training sessions, & wiki documentation to ensure Operations team’s readiness & alignment. Drove Operations management sign offs on service agreements & models. * Drove Cisco IT’s internal planning & preparations for Container Ecosystem Governance & Security. As the Container ecosystem is a paradigm shift from Cisco’s traditional development model, security & governance needed to be re-defined across several layers: from infrastructure architecture (Docker Trusted Registry for secure images), to partner access policies, to INFOSEC/PSIRT (security team) compliance, and Enterprise Policy compliance. * Vendor Management – Worked with CoreOS, makers of Quay, to develop a forked branch of the Quay Hub with advanced features and cisco specific requirements. Worked with CoreOS to align ECH usage goals with Quay development roadmap. Ensured delivery of Quay custom features on schedule for Cisco Architecture & Design integration.   **Program Manager – Cisco Validated Designs (CVD) – OpenStack on UCS** May 2015 – March 2016   * The Cisco Validated Design (CVD) Program is Cisco’s internal Solutions development division with cross functional management across engineering, TAC, sales, & marketing teams. The purpose of the CVD Solutions teams are to develop validated, documented, solutions and take them to market through proof of concept customers and channel partners. * Managed Cisco’s OpenStack CVD Program of 3 projects: a converged infrastructure Solution based on Cisco UCS and Red Hat Open Stack Platform 7, and two white papers for Cisco UCS & Red Hat Gluster Storage deployment and metrics. * The CVD Program Manager’s responsibilities includes product management support (use case vetting & development, tech scope set, product road mapping, & features vetting), engineering execution, testing & validation, Go to Market: TAC training & enablement, Channel training & enablement, proof of concept management, TAC support coordination and Continuous Improvement process. * Successfully delivered OSP7 on UCS CVD product despite unique engineering and Open Source development challenges. Managed the OpenStack solution Proof of Concept deployment & pilot customers throughout North America and EMEAR markets. Managed PoC customers from initial Statement of Work agreements through PoC validation/qualification, until final PoC deployment and baselining. Successfully converted 2 PoC validation partners to “Pilot Customer” status with POs in place. | |
| **PACIFIC ANDAMAN TRADING & SERVICES LLC.** Milpitas, California  **Managing Owner** January 2014 – April 2016 | | Milpitas, California  2015 - Present |
| * Co-founded Pacific Andaman Trading & Services LLC., a USA based, independently owned, trading company singularly focused on trading and providing related services to our corporate partners in Myanmar. Operations include procurement, logistics, business development/promotion, Myanmar import/export services, Myanmar distribution, & US digital media distribution. * 2015: Signed on-going service contract with Ta Win Family Co (TWFC), a Myanmar based real estate development & construction conglomerate. Service focuses on business development/promotion for a TWFC owned trade center in Yangon. Additional services include capital equipment procurement, cost benefit analysis, and training / warranty / repair service handling.   **QUANTA COMPUTER USA INC.** Fremont, California | |  |
| **Program Lead – Quanta Cloud Technology: Service/RMA** | June 2004 – May 2014 |
| * **Datacenter Support Program** – **Facebook Open Compute & Amazon Datacenter Support -** Manage team of project managers, quality engineers, test engineers, and technicians to service over 400k installed Quanta server blades across 4 Facebook data centers in North America and 23 Amazon and 3rd party data centers. DC Support operations include FA analysis, materials planning, spare parts fulfillment, Engineering Change control, RMA tracking, materials screening, & quality reporting. * **Program Achievements** – **Facebook:** Achieved 99% service stock availability for 3 years operating, exceeding SLA expectations. Achieved 92% logistics and FA turnaround targets. Achieved major project milestones in commodity NTF rate and cost reduction (NTF 55% reduced to low 20% range.) **Amazon:** Improved total QBR scores for materials, TAT, and communications for 5 consecutive quarters. * **RMA Server Repair** – Manage team of 15 for Cisco & EMC Server RMA repair for EOL products. Support operations include materials planning, ECN control (Agile), inventory control, warranty validation, and defective material RTV. Managed NPI processes for all server products. Meet with customers weekly on output, quality, and damaged goods inventory (for harvesting EOL components.) Negotiated CID repair costs and approval process with Quanta Taiwan. * **Internal Operations** – Re-designed internal ShopFloor system to manage RMA tracking and failure logging to eliminate redundant, legacy systems and unify customers in one database. Developed & automated monthly quality report packets on SQL Server using SSIS. Developed automated invoicing on SQL Server SSIS.   **DIGITAL THINK LLC.** Milpitas, California  **Software Quality Assurance Engineer** May 2000 – Oct 2001  Digital Think was an eLearning start-up that pioneered enterprise scale ASP / SaaS delivery models for corporate and public sector education & training needs.   * Worked closely with project team to develop a custom, web based, Bug Tracking/Customer Management platform to be integrated into Digital Think’s education product lines. Worked closely with dev teams throughout the entire development cycle to provide input & to ensure fast, continuous, modular testing. Performed white & black box testing on the Bug/CRM tool. * Wrote test plans, test scenarios, & cases and conducted white & black box functional testing on the Digital Think E-Learning web platform. Functioned as lead customer liaison for Quality assurance and worked directly with customers on bug reporting, communications, & mitigation. | |

## EDUCATION

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| **University of California Berkeley, Berkeley, CA** | Fall 1997 - 2000 |

Candidate for B.A. in Computer Science (3 years completed. 3.4 GPA) – Cal Alumni Scholar recipient.