WILLIAM N. THOMPSON

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SUMMARY

As an Information Technology Manager, I strive to be a "catalyst" for a team of elite engineers. I believe a key component of a successful manager is turning an individual's talents into measurable outcomes for the organization. To facilitate this philosophy, I create an environment which fosters full system thinking, ways to shorten and amplify feedback loops, and continual improvement. I push team initiatives toward self-service and automated solutions which require a high degree of cross-team collaboration. This allows the team to focus on creating a consistent, repeatable, and secure infrastructure which is transparent to the customer.

SKILLS

- IT Management
- Software Delivery Lifecycle
- System Engineering and Administration
- Release Management
- Agile/Scrum methodology
- ITIL
- Amazon Web Services

- Chef Infrastructure Automation
- Windows Server 2003, 2008, 2012
- PowerShell
- HTML, CSS, JavaScript, JQuery
- Elasticsearch, Mongodb, SQL Server
- Ruby
- Linux, Ubuntu 14.04

EXPERIENCE

Infospace Inc.   **August 2014 – Current**

Senior Cloud Infrastructure Engineer

Senior member of the CloudOps infrastructure team responsible for the deployment, maintenance, and operations of all owned and operated Infospace web properties. Utilizing Amazon Web Services and Chef Infrastructure Automation my main goal is to provide a DevOps minded deployment pipeline, which allows engineering and operations to have a seamless interaction and increase the speed at which work in process can be deployed to production systems.

Initiatives include:
- Update the current infrastructure automation, Chef, from version 11 to 12 and introducing automation tools such as Test Kitchen, Vagrant and Berkshelf in order to create an end-to-end deployment pipeline.
- Plan the closure of the physical datacenter and ensure key application and corporate server infrastructure is accounted for within the Amazon Web Services cloud environment.

- Update and standardize the Server and Database operating systems to Windows 2012 R2 and SQL Server 2012 R2 for Windows and Ubuntu 14.04 for Linux.
- Improve the company's cloud networking layout utilizing AWS services such as Virtual Private Cloud's (VPC), VPC peering, VPN connections, Direct Connect, and Subnet Routing in order to create a hybrid network which allows on premise access to cloud resources.
- Introduce new Database technologies such as MongoDB and Elasticsearch to improve the company's abilities to provide highly relevant content to customers through it Search business.

Bridgepoint Education   March 2013 – April 2014

IT Systems Manager - Products
My primary role involved managing the personnel designing, delivering, and supporting application infrastructure for customer facing services. I was responsible for a portfolio of twelve internal and COTS applications. Additional responsibilities include technical oversight, strategic alignment of workloads, reporting and day-to-day staff management.

Essential job duties included meeting with key stakeholders to align IT strategy with business objectives; management of separate teams engaged in design/delivery, maintenance/support, and strategic architecture; review technical, operational, and financial aspects of project designs; manage time tracking and reporting; coaching and mentoring staff; assist external auditors, regulatory auditors and other 3rd parties as needed; Assisted in company-wide compliance initiatives and vendor management.

Major Accomplishments:

- Exceeded company KPI of 99.5% availability for all portfolio applications.
- Release success rate of 97.25% on 245 total releases for 2013.
- Initiated plans for successful implementation of SQL Server 2012 virtualization using geo-clustered availability groups.
- Standardized all applications by automating the release process using Octopus deploy.
- Initiated plans for Microsoft Private Cloud Infrastructure in order to facilitate IaaS.

Bridgepoint Education   September 2011 – March 2013

Lead Systems Engineer III
The primary role of the Systems Engineer III was to design, implement and document complex production and non-production environments for the Constellation E-book application, a $35 million per year revenue generating service. The environment consisted of Microsoft Windows 2008 R2 servers and relied on a .Net framework using IIS web services. Other technologies included AppFabric 1.1, Solr for Windows, SQL 2008, MSMQ 5.0, NService Bus 4.0, VMware 5.1.

Major Accomplishments:

- Achieved 99.93% availability for end users of the application.
- Reduced production deployment time from 15 hours to 1 hour using Octopus Deploy and PowerShell 3.0.
- Re-Architecture of entire infrastructure which reduced the application stack by 41%.

- Created a 1-to-1 match with production and non-production environments to increase reliability of testing and source code promotion.
- Reduced CPU, RAM, and Storage resources by 58%.
- Increased load capability by 15x over the highest seen usage on any production day.
- Introduced and implemented the MSMQ Failover Cluster using NServiceBus architecture to drive asynchronous messaging and service processing.

LPL Financial   May 2010 - September/ 2011

Senior Software Release Engineer
Responsible for coordinating all Application and Infrastructure changes through QA and into production. Works closely with the Data Center, Development, Quality Assurance, and Needs Management teams to ensure cross communication and confirmed approval of all production changes. Manage all weekly release efforts, monthly patch releases and data center and networking releases.

EMN8   September 2007 – May 2010

Release Engineer I
Responsible for configuration management, build and release activities, and source code control in production, QA, and development environments. Performed and automated intraday builds for various projects, bug fixes, and improvements for core applications in an Agile/Scrum environment. Core technologies used were Java, Ant, Subversion, Windows Server 2003, Visual Build Pro, and proprietary content management system.

Major Accomplishments:

- Managed off-shore resources in India on their day to day operations.
- Was the customer facing technology liaison on Emn8's proprietary content management software to customers and partners.
- Automated manual builds of weekly one off release packages using ANT while reducing build time from four hours to thirty minutes.
- Updated Version control from Alienbrain to Subversion and migrated existing repositories.

USMC   October 1998 - October 2002

Intelligence Specialist/Chief (Rank: Sergeant)
Managed the Intelligence department for a Marine heavy helicopter squadron. Responsible for day-to-day operations. Security clearances, back ground investigations, mission briefings, training classes. Assignments involved interface with senior officers, pilots and crews to prepare them for combat missions and all levels of readiness. Honors and Promotions:

- Twice promoted meritoriously, reaching the rank of Sergeant.
- Received two Letters of Appreciation for outstanding service and a Meritorious Unit Commendation for overseas operations.
- Received the leatherneck award for outstanding achievement in Marine Corps boot camp.

EDUCATION

Ashford University   **2012 - 2013**
Master of Business Administration (MBA), Information Technology (4.0 GPA)

Coleman College   **2006 - 2008**
BA, Computer Information System, Minor, Business Management

CERTIFICATIONS

ITIL V3 Foundations   **May 2013**
PeopleCert Group · License: GR750057721WT

MCSA, Windows Server 2012   **December 2013**
Microsoft · License: 10178761