

JoshuaGardner

A senior IT Infrastructure professional with 14 years experience

contact experience

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os and tools

Most Windows flavours
Linux and *nix-alikes
OpenBSD, Solaris
Puppet, Ansible, Salt

virtualization

VMWare 3.x, 4.x, 5.x
RHEV

storage

FC and iSCSI SAN
EMC Celerra
Hitachi HUS
Quantum Dxi
De-dupe

mail

Postfix, SpamAssassin
Policyd, amavisd
Exim, Sendmail, Exchange

programming

perl, PHP, LISP
C, C++, Java, bash
CSS & HTML

networking

Cisco, HP ProCurve
WAN, MPLS
VPN, isakmpd
WAAS, BlueCoat

database

Oracle, MySQL
PostgreSQL
SQL Server

security

nessus, snort, nmap
packetfence, 802.1x
*eap

2013–Now

BUCKLAND & TAYLOR

North Vancouver, British Columbia

North America Regional IT Manager

Responsible for the development and delivery of IT projects for 4 companies and 400+ users across NA. Manages 3 direct reports across NA, with responsibility in hiring and termination, quarterly and continuous performance feedback, career development and mentorship. Set employee KPI's and managed to same. Created a unified Service Desk team where there was none before. Ensures that excellent solutions are delivered under-budget. Additional projects include:

- Project management of region-wide Windows upgrade, delivered on-time. Upgrade 500+ workstations in 11 offices over 4 companies, minimal disruption to staff. Enabled 50% productivity gains for engineers with new software.
- Change management for a region-wide telephony replacement with Lync. Enable regionwide videoconferencing, collaboration with externals. Reduced travel requirements, enabled distributed engineering and collaboration between NA-region companies. Deprecated a fragmented, proprietary system.
- Coordination of facility cabling upgrades, NA regional wifi rollout. Enable gigabit speed on all regionwide office LANs, improved productivity in selected offices.
- Disaster recovery and business continuity planning and execution. Created a plan where none existed, provide security for all companies for multiple disaster scenarios. Improved the business' ability to continue operations and minimize disruptions.
- Created new service desk in NA region, using ITIL and ITSM practices. Gave staff a channel for problem reporting and resolution, also analysis of problems for proactive resolution and root-cause analysis.
- Integration of newly-purchased 30-person entity into NA regional IT fabric. Expanded the NA region's project-winning ability with a swift integration, bringing new entity into the IT organization with minimal disruption. PC replacement, process overhaul and support were key factors.
- IT Policy governance for four organizations over \$10M monthly revenue.
- Budget responsibility for IT spend and organization SLA costs.

2008–2013

SYSCON JUSTICE SYSTEMS

Richmond, British Columbia

IT Manager

Management responsibility for the worldwide IT department and team members, and all IT functions. Responsible for 3 direct reports worldwide, with responsibility in hiring and termination, continuous and annual performance reviews, mentoring and career development. Created a fully VMWare-certified staff. Set employee KPI's and managed to same.

- Implemented IT best practices. Created an IT department and practices where none existed before.
- Infrastructure, strategy, policy to enable annual 500% revenue growth (5M to 25M annual)
- Converted to 100% virtualized servers, saved 1 FTE, 99.95% uptime. Hosted 300+ guests on 12 vHosts, 200TB SAN.
- Renegotiated telephony contracts, saved \$60K per year.
- Implemented a global service desk, channel for staff to report issues and IT to proactively address root causes.
- Relocated head office (140 staff) with zero downtime.
- Deployed Cisco VOIP system (140 staff, WAN integration with remote offices), saved \$10K per year
- Integration with software development and continuous release operations, using Hudson. Improve development productivity.
- Implemented automation, saved 1 FTE, increase manageability of 300+ development servers plus 20+ infrastructure using Puppet.

2007-2008	BRIGHTON CONSULTING	Vancouver, British Columbia
	<i>IDM Implementation Specialist</i>	
	Facilitated system design and implementation of the Sun Java Identity stack for large client deployments.	
2002-2007	DIEBOLD ELECTION SYSTEMS	Vancouver, British Columbia
	<i>Senior Systems Administrator</i>	
	Responsible for companywide infrastructure, planning and implementing growth. Supported business with numerous integrated solutions.	
2001-2002	SYNTECOR LTD.	Vancouver, British Columbia
	<i>Java Web Developer</i>	
	Java-based web application programming, using ORDB, EJB / Servlets.	
1999-2001	OPENROAD COMMUNICATIONS	Vancouver, British Columbia
	<i>Web Developer and Systems Administrator</i>	
	Maintenance and continual improvements to infrastructure. Perl web app development and fax-to-email deployment.	

education

1997-1999	Dipl. T Computer Systems Technology	British Columbia Institute of Technology
	<i>Applied Artificial Intelligence</i>	
	Utilized genetic programming, algorithms for complex analysis of fractal curves.	

interests

professional: high availability, automation, root cause analysis, risk analysis, distributed systems
personal: scuba diving, bouldering, running, cycling, cinema, photography

organizations

Global Underwater Explorers: Project management for all Project Baseline marine research programs conducted within British Columbia. Site Manager for research program into the wreck of the ex-CCGS Ready.