



## **I.T. INFRASTRUCTURE OPERATIONS**

### ***Summary:***

Professional with more than twenty years of experience in IT operations, support and management. Experience includes management and customer facing roles of tech support and delivery teams within mainframe, server, and desktop infrastructures. Provides results in service level and performance measurement management environments. Understanding of ITSM and ITIL processes. Working knowledge of IT standards, processes and tools, including enterprise tools such as Remedy and Service Center. Utilizes MS Office suite of products and MS Project to plan and manage projects. Demonstrated leadership ability building and motivating teams to achieve stated goals within budget and schedule constraints.

### ***Work Experience:***

**ACS, Inc.**

**June, 2006 – April, 2008**

**Service Delivery / Project Manager**

Responsible for delivery of IT services and project management support for multiple clients, including Engelhard/BASF and Scotts Miracle Gro. Managed teams within service areas such as help desk, LAN, Citrix, JDE and server OS/hardware support (Wintel, HP-Unix, & AIX).

Developed and presented monthly metrics, reporting on key performance indicators in critical delivery areas such as help desk, change management, Citrix, JDE Update, and system performance statistics. Responsible for change management within the customer environment. Assisted in development of staffing plans, training plans/programs, trend analysis, and statement of work development.

Projects successfully completed included a Cisco WAAS (Wide Area Application Services) deployment project, an EMC Auto-Archiving implementation, and management of vendor to perform a Mainframe IMS/CICS Data migration to a Windows SQL platform.



**ACS, Inc.  
Project Manager**

**January, 2005 – June, 2006**

Held responsibilities to plan, coordinate, and manage projects assigned to and/or initiated from the ACS Southern IT Region. Developed a project plan for the Simon & Schuster client and co-managed the customer initiated effort to migrate all of their mainframe applications to a Wintel based platform. Managed an internal data center consolidation project for the ACS Orlando Data Center. Project resulted in 50% reduction of leased floor space.

Managed the planning effort and physical relocation of 200+ servers and storage equipment from the Royal Sun Alliance client's data center in Charlotte, NC to the ACS Data Center in Blythewood, SC.

**ACS, Inc. / Lockheed Martin IBS  
Technical Services Delivery Manager**

**October, 1999 – January, 2005**

Served as technical management liaison between customers and the ACS / Lockheed Martin support organizations. Clients included the General Motors Service Parts Organization and the Engelhard Corporation.

Held responsibility for the overall service delivery of outsourced IT services that included help desk, systems support (Tandem & AIX) , RF/LAN support and desk-top support. Provided day-to-day management and leadership for the technical support teams. Responsible for change management within the customer environment.

Created and presented metric reports to customer on a monthly basis and developed statement of work documents to support new/changed scope and customer work requests. Supported programs with staffing plans, training plans/programs, and trend analysis.

**Lockheed Martin IBS  
Production Control / Midrange Operations Manager**

**December, 1996 – October, 1999**

Managed the mainframe production scheduling & control and midrange operations functional departments. Responsibilities included departmental budgets, employee scheduling, work assignments, interviewing, hiring, and customer interface.

Provided 24x7 job scheduling, processing, monitoring, and operations of systems and applications for twenty commercial customers. Job scheduling tools included CA's CA-7 and Autosys. System Operating platforms included MVS, Wintel, HP-UX, and AS400. Implemented and maintained methodologies to measure agreed upon service levels in compliance with customer requirements.



**Lockheed Martin EIS  
Hardware Planning & Installation Lead Analyst**

**February, 1990 – December, 1996**

Provided direction for technicians within the hardware planning & installation group. Planned and coordinated the installation, removal, and changes of computer hardware within a large-scale host data center and multiple off-site locations.

Worked closely with IT vendors, such as IBM, Amdahl, Hitachi, StorageTek, Memorex, DEC, and others, to ensure hardware and vendor product offerings were compatible and in line with requirements. Provided assistance to the operating systems support group by writing and implementing IOCP and MVS/VM system gens. Participated in short and long term planning sessions to determine future hardware requirements within the data center.

**Martin Marietta Data Center Services  
Operations Supervisor**

**December, 1985 – February, 1990**

Provided day-to-day direction to operations personnel with work schedules and assignments. Provided employee training and assisted employees with the development of career objectives. Monitored the operation and performance of computer hardware and software. First line management for off-shift service areas which included help desk, operations, production job control/scheduling, telecommunications, data storage and tape library.

**Martin Marietta Data Center Services  
Hardware Installation Coordinator/Computer Operator**

**February, 1983 – December, 1985**

Supported users with hardware related problems and requirements. Coordinated all 327x installations, removals, relocations, and changes. Monitored all hardware related costs being charged to the data center and made recommendations for cost reductions. Worked closely with vendors to maintain a backlog of 327x equipment based on projected needs.

Performed computer operator functions within a large mainframe data center environment. Mounted tapes allocated on each system. Cleaned tape drives and file tapes used during the shift. Performed tape library functions such as certifying, labeling and pulling tapes.

***Education:***

Valencia Community College  
Orlando, FL