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## Senior IT Manager

**STRATEGIC PLANNING | MANAGEMENT | IT INFRASTRUCTURES | TECHNICAL SOLUTIONS | PROCESS MANAGEMENT**

More than 15 years of progressive, management and senior-level network design and support experience at the world leading developer of analytic software. Endeavors included technical design, management, project management, and support roles. Introduced, evolved, and supported a wide-variety of technologies; serving 2000+ employees spanning 30+ domestic and international offices. Managed technical that supported day-to-day operations for corporate's voice, video, and data environments. Oversaw and managed technical integration projects for IT, R&D, Production, QA, Test and Client environments from inception to completion.

### Summary of Achievements and Experiences

- Managed technical team responsible for the budgeting, design, planning, installation, maintenance and support of corporate voice, video and data environments
- Managed multiple technical projects from inception to completion
- Designed, built, and supported, global, multi-protocol networks, directory and email services, remote access facilities, data centers, complex multi-tiered application infrastructures
- Developed virtualization strategy (VMWare) to reduce workstation and server costs
- Designed corporate TCP/IP schema for internal and secure public facing networks and
- Fluent in all Wide Area Network, Local Area Network, and Internet technologies.
- Technical Design engineer in the creation and implementation of a multi-site disaster recovery plan
- Designed, established, and enforced governance processes for company-wide development practices and selected, acquired and deployed governance tooling.
- Project Manager for mergers and acquisition to consolidate acquired company's technical infrastructure(s) into parent company, including internal and ASP environments.
- Designed cabling infrastructure to be used as the corporate standard for offices, server, and telecommunication rooms. Oversaw the installation for over 250,000 sq. ft. single office and multi-building campus environments.

### Recent Work Experience

June 2007 to March 2011

#### **Sr. Architect – Global Architecture Team**

Fair Isaac (FICO), San Rafael, CA

Member of R&D Team responsible for developing corporate's standards, guidelines and best practices and corporate governance for the re-engineering of existing applications into Software as a Service (SaaS) applications. Collaborated with IT management to review existing policies and find ways to reduce operational costs using virtualization technologies.

### Selected Milestones & Accomplishments

- Designed virtualization strategy to reduce the number of servers required to support multiple development environments.

- Developed and coordinated the implementation of standards, guidelines and best practices for company's Service Oriented Architecture, including security and version management control
- Designed, established, and enforced governance processes for company-wide development practices and selected, acquired and deployed governance tooling
- Designed reference architectures for a wide variety of client environments from small to extremely large
- Managed multiple product development proofs-of-concepts spanning multiple internal and external lab environments
- Installed and managed internal communications portal (wiki) to share information between development groups

2004 – 2007

**PMO Sr. Project Manager/Special Projects**

**IT Network and Communications Manager**

**IT Sr. Network Architect**

Fair Isaac (FICO), San Rafael, CA

Member of the PMO group responsible for managing internal and Client projects ranging from small to highly-complex technical environments, provide status reports to stake holders and responsible to deliver environments on-time, on budget. Acted as technical mentor to members of the PMO group. Senior member of the IT technical team responsible for the identification, design, and delivery of corporate infrastructures: including, voice, video and data environments.

**Selected Milestones & Accomplishments**

- Managed projects to install large infrastructures for state and government agencies related to the financial and insurance industries
- Technical architect and Project Manager of multiple projects to integrate acquired companies ASP environments to the parent company's data center.
- Technical architect and Project Manager of multiple projects to integrate acquired companies corporate infrastructures into the parent company's infrastructure.
- Managed multiple facilities projects to open and close offices in the USA, Europe, Asia, and South America
- Managed multiple technical projects to upgrade existing technologies to newer versions, e.g. Active Directory, Exchange, SQL Server

1999 - 2004

**Project Manager, Infrastructure Architect**

Fair Isaac (FICO), San Rafael, CA

Member of IT project team responsible for managing internal technical projects ranging from small to large technical environments, provide status reports to stake holders and responsible to deliver environments on-time, on budget. Member of the IT technical team responsible for the identification, design, and delivery of corporate infrastructures: including, voice, video and data environments.

**Selected Milestones & Accomplishments**

- Designed and introduced MS Active Directory, Exchange, DHCP, and DNS to corporate environment migrating from legacy systems
- Designed and oversaw projects to install new cabling infrastructure for over 250,000 SQ. FT of single office and multi-building campus environments. Worked directly with local resources and building architects and prepared project artifacts using AutoCAD. Defined standards to be applied across the entire organization

- Designed and managed project to refresh company's TCP/IP addressing scheme, including 30+ geographically dispersed offices, multiple external class B networks and 2000+ network, server and workstation devices.
- Designed and implemented company's remote access facility with RSA Two-Factor Authentication and SSL. Architected a distributed environment to server over 2000+ international employees.

1989 - 1999

**Network Services Manager, Network Engineer, Project Manager**

Fair Isaac (FICO), San Rafael, CA

Provided leadership to manage, direct and support corporate's voice, video and data environments. Helped designed, build, and install new technologies and acted as project manager to oversee the installation and upgrade of new and existing technologies.

**Selected Milestones & Accomplishments**

- Managed technical group responsible for the budgeting, design, planning, management, installation, maintenance and support of corporate voice, video and data environments.
- Designed and managed project to install the company's 1<sup>st</sup> multi-protocol, international wide-area network. Developed technical specifications, selected carriers, router and switch vendors. Negotiated contracts, configured, tested, installed, monitored and supported all network links and components
- Published remote office specifications guide to assist architects and contractors during the construction of corporate offices.

**Education**

**University of California Berkeley** (parallel courses taken at CCSF)

Computer Science/Electrical Engineering, Architecture, Minors in Astronomy and Psychology

**National Radio Institute (NRI)** – Washington, DC

Computer Architecture, Electronic Circuit Design,

**PMP Qualified**

**Certification and Training**

MS-Project, Outlook, Word, Excel, Visio, PowerPoint, Expression

Windows 7, Vista, XP, UNIX, Macintosh, AIX

Windows 2000, 2003, 2008 Server, Exchange Server, MS Project Server

TCP/IP, DNS, DHCP, LDAP, SNA

Cisco CCNA, VoIP, VPN, SSL

Photoshop, Illustrator, InDesign, AutoCAD, TurboCAD

VMWare, IBM WebSphere Middleware Products (WAS, WSRR, WESB)

RUP, IBM SOA Governance, WebLayers, Change Control Management, Process Management