
JOHN CRICHTON

1000 Wormhole Drive, San Francisco, CA • John.Crichton@gmail.com • (555)555-5555

Disaster Recovery / Business Continuity SME: VP • Senior Director

Disaster Recovery / Business Continuity leader who leverages recognized subject-matter expertise to create and deploy robust, resilient DR / BC solutions. **Trusted partner** who listens actively to executive concerns to ensure buy-in. **Skilled communicator** who brings clarity to complex, ambiguous projects. **Analytical thinker** who defines / resets troubled initiatives / teams to resolve previously unseen issues. **Expert multitasker who** juggles multiple issues simultaneously. **Effective project manager** who delivers key initiatives on time / on budget. **Motivational leader** who builds top-performing on and offshore teams.

FARSCAPE LIMITED, San Francisco, CA 2012-Present

Lead Consultant

Hired—based on recognized subject-matter expertise in Disaster Recovery / Business Continuity / Data Centers and Program / Budget Management—to lead multiple, mission-critical initiatives. Analyze client needs, requirements, and business drivers across multiple verticals including Healthcare, Education, Telephony, Manufacturing, and Chemicals. Direct US teams of 4-15 in transition of multiple services—including application support, databases, datacenter services, operations, and end-user computing services—from client to Infosys teams. Partner with offshore team leads to ensure seamless transitions.

Highlighted Initiatives:

Directed design / delivery of European DR hub supporting key Moya EU operations. Partnered with internal stakeholders to build high-level solution design, budget, and implementation plan. Developed risk reduction recommendations including employee COOP and fail over / fail back for mission-critical applications. Assessed and prioritized production environment to determine most critical applications / databases to drive rapid restore capabilities. Analyzed datacenter options, and spearheaded selection of Peacekeeper location as optimal for cost, bandwidth, responsiveness, and distance from potential event epicenter. Led team of 35.

- Solution design was fully implemented—increasing control and minimized / eliminated unaccepted risk level for Paris operations center.
- Ensured continuance of mission-critical operations during / after potential disaster.

Partnered with Aeryn Sun Pharmaceuticals technology leadership to provide root cause analysis across people, processes, and technology to diagnose workplace services and resolve trending, unacceptably high help desk ticket numbers. Led team of 12 offshore resources.

- Presented recommendations to Director-level leadership—including transformation from reactive to proactive strategies and implementation of robust problem management—to reduce ticket volume by 88% on full deployment.

Led team of 18 on / offshore resources in test services transition to managed support for Ka D'Argo Metals . Analyzed systems, developed test cases, and built test plan roadmap.

- Enabled rapid ramp up / ramp down of offshore resources to address changing test needs.
- Overcame long-standing organizational silos—increasing morale / efficiency of infrastructure team.
- Grew transparency through implementation of end-to-end verification process.
- Improved adherence to standards—streamlining processes and increasing efficiency.

Built templates to define IT infrastructure supporting Delvia / Luxan merger. Led team of 60 total on / offshore resources.

- Delivered 42 comprehensive architectural documents addressing and clarifying all key technology disciplines—including security, datacenter footprint, and infrastructure.
- Enabled rapid, seamless system merger—simultaneously leveraging economies of scale.
- Unified backup standards.

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PA'U ZOTOH ZHAAN, San Francisco, California 2009-2012

Senior IT Director BC / DR

Developed architectural solutions to ensure recoverability for major networks. Developed DR policies, recovery procedures, and programs to ensure data, database, information system, and technology security / integrity. Coordinated DR tests / training. Administered DR and resumption plans.

- Completed DR plans for all major applications—significantly extending DR capabilities beyond core system.

Senior Independent DR / BC Program Manager 2003-2007

Delivered critical DR / BC subject-matter expertise to multiple marquee clients.

Highlighted Initiatives:

Rygel, Inc., San Jose, California

Engaged with Risk Department to develop and deploy strategies to manage / mitigate risk across Rygel. Traveled globally to analyze DR capabilities across multiple potentially high-risk locations.

- Created and delivered 40 global BC / DR plans for US, European, and Asia Pacific regions supporting Rygel Corporate, Hyneria, and Nebari.
- Implemented DR vendor assessment program to manage operational risk, unify processes, and grow transparency following Hyneria / Rygel merger.

Chiana, Mountain View, California

Provided post-merger assessment of newly acquired Pilot Enterprises—encompassing 12 departments / labs, 32 business processes, 45 applications, and 2500 servers. Targeted potential improvement, consolidation, and integration opportunities.

- Provided roadmap to streamline integration processes—improving integration efficiency and reducing required time.

Scorpius Inc., San Francisco, California

Worked closely with Risk Department to close critical out-of-compliance decrees. Developed plan to assess recoverability of 65+ critical / high-risk vendors and outsourced 3rd party relationships across 15 Scorpius enterprises. Implemented testing across all groups to ensure continuance of mission-critical operations during / after disaster.

- Demonstrated robust DR capabilities—clearing decrees.

Bailar Crais, San Francisco, California

Implemented end-to-end DR solution supporting remote datacenter re-platform / re-design program.

- Delivered compliance with regulatory edict—enabling Bailar Crais to move forward with new customer service platform.

Previous professional experience includes IT Principal Manager with Peacekeeper Systems.

EDUCATION & CERTIFICATIONS

M.S., Systems Management / Information Systems, U.S. Air Force Academy, Colorado Springs, CO

B.A., Management, U.S. Air Force Academy, Colorado Springs, CO

PMP (in Progress) • TOGAF (in Progress) • ICOR Datacenter Specialist and Facility Operations Management Certifications • Villanova University Master Certificate in IS / IT Project Management • PRINCE2 Practitioner • ITIL Foundation Certificate in IT Service Management