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SUMMARY

I'm an Information Systems Specialist focusing on the application of technology to business functions in the areas of agile project management, business continuity/disaster recovery, infrastructure planning and provisioning, release management, data center migration and architectural planning, infrastructure QA/Testing, component failure impact analysis, technology assessment, business analysis, service and architecture reviews, capacity planning and provisioning, ITIL service management (OLA/SLA), SDLC over multiple OS platforms, hosted applications, call center operations and IT account management/ business liaison. My field of experience is diverse and telecommunications based. I have worked in the public and private sector. My strengths include my ability to manage high-performance teams implementing large, complex and mission critical projects through a management framework utilizing agile methodologies. I have consulting experience with a strong track record of delivering quality work on time and assessment skills to improve resiliency in infrastructure design and recovery procedures for Service Oriented Architectures (SOA), multi-tiered architectures, enterprise infrastructures and standalone systems, and data center operations and facilities. Comfortable (and prefer) handling large, mission critical, complex projects/clients/products/programs.

KEY QUALIFICATIONS & SKILLS

- Ability to focus on critical-to-quality (CTQs) issues and completing projects within management constraints. Excellent classic and agile project management skills with quantifiable, successful infrastructure experience.
- My style is to combine both classic and agile project management experiences to manage risk when leading strategic, cross-functional, business facing and/or technical initiatives.
- Experience in all aspects of Business Continuity/Disaster Recovery that include a combination of: Business Impact Analysis, IT Impact Analysis, Risk Management, Application/System CFIA, Business and IT Recovery Planning, Data Center Recovery Strategy, IT Operations Experience, BC/DR PMO experience, Recovery test planning, technology design/infrastructure build experience and meeting facilitation, and eGRC tool experience.
- Knowledge transfer (and knowledge management) methodologies and processes for servers, storage, cloud, database, network and facilities.
- Knowledge of Agile and SCRUM project management methodologies, change acceptance process, quality tools, and six-sigma aware.
- TOGAF awareness and training and enterprise architecture appreciation.
- Experience in planning, holding and prepping for service and architecture reviews, and handling follow-on/follow-up action items.
- Demonstrated ability to collaborate, communicate, influence and work effectively with a broad cross section of functional areas.
- I have product marketing experience and skills in product development, improvement, roll-out, profitability analysis, and new business development.

PROFESSIONAL EXPERIENCE

Farscape Limited, San Francisco, CA
Lead Consultant   **Mar 2012 to present**

- Manage Energy, Communications and Services' (ECS) Information Technology Services (ITS) Traditional Portfolio for Business Continuity/Disaster Recovery (BC/DR) services as portfolio lead. Created a conceptual architecture framework to support BC/DR in ECS. SPOC for BC/DR pursuits, expanded portfolio as a commodity service, portfolio team mentor, liaison with vendors/partners, tracked business opportunities and converted them into revenue opportunities. *Note: Ongoing role in addition to executing client projects.*

- Request for Proposal (RFP) lead (and participant) for infrastructure and Business Continuity/Disaster Recovery client requests for IT consulting services. E.g., participated in developing specific frameworks and proposals to address the challenges of data center migration and consolidation efforts. These frameworks have been used successfully in the analysis and recommendation phase of previous client engagements where companies wanted to consolidate and embrace green technology as well.

- Held various roles and completed projects ranging from …
  - PMO Lead – identified, collected and maintained configuration items (CIs) in order to implemented Positive Train Control (PTC) at a large CA transportation company.
  - Infrastructure Lead – performed a functional readiness assessment of IT services moving into a managed services model at a major-medical provider.
  - Business Continuity/Disaster Recovery Lead – provided a high-level solution design for a European DR hub for Moya as an enabler of the company's strategic Business Continuity program.
  - Infrastructure Backup Architect – re-stated and verified backup policies for prod/dev/test environments to optimize enterprise backup architecture at a large utility company.
  - Infrastructure Sizing Lead – reviewed server specifications for Oracle, OBIEE and Business Continuity/Disaster Recovery systems to confirm server sizing specifications for prod/dev/test environments for a large SoCal utility company. Provided HA re-design recommendations for production and Business Continuity/DR.
  - Project Manager – for Help Desk Ticket Reduction, analyzed help desk ticket counts and recommended remediation measures to significantly reduce the number of tickets (62%) hitting Service Desk from end-users for a global pharma company. Aeryn Sun Pharmaceuticals.
  - Infrastructure Lead – produced 35 detailed value-add infrastructure architectural documents as a pre-cursor to facilitate the merger of two giant companies. Included a summary overview of Client's business continuity/disaster recovery position.
  - Infra QA/Testing Lead – Onsite lead for infra QA/testing under MSP for independent Infrastructure testing for all planned changes that would be part of the release and get executed in system test environment(s) through the capture of non-functional and integrated test requirements.
  - Knowledge Management Lead – Area lead for remediation of knowledge inventory associated with ET Infra/Prod Ops domains for a CA based manufacturing company. Responsible for knowledge inventory capture, inventory QA, artifact remediation and domain profiling. Project managed knowledge remediation for 13 domains.
  - Infrastructure Transition Manager – Lead for delivering and/or receiving infra tracks inline with client best practices, and recognized KT methodologies and processes (incls managing risk, governance, quality assurance, project deliverables, issue tracking and reporting), while maintaining day-to-day operations and support for multiple enterprises.

PA'U ZOTOH ZHAAN, San Francisco, California
Project Manager - Sr. IT Business Continuity/Disaster Recovery   **Jun 2009 to Jan 2012**

- Managed operational risk to IT assets by creating process, standards, guidelines, procedures and contingency plans related to protection, recovery and continuous operation of over 1100 IT infrastructure and business systems.
- Identified, managed and mitigated business continuity risk in new business system design, infrastructure and new data center planning through component failure analysis recommending HA-constructs (clustering, load-balancing, alternate paths, redundancy, etc).
- Performed BIA, application mapping and DR testing for critical systems encompassing scheduling, planning, resourcing, communications, execution and follow-through on recommendations for improvements.
- Intentionally planned recovery solutions and procedures for re-establishing servers, databases, and OS in the event of disruption.
- Implemented a Business Continuity Management & Planning (BCMP) tool for automating and tracking plan development and exercise test completions. Familiarity with eGRC tools such as myCOOP, LDRPS, Archer SmartSuite (or similar tools).

Rygel, Inc., San Jose, California
Business Continuity Project Manager (Contractor)   **Dec 2007 to Nov 2008**
- Charged with the task of business continuity (BC) plan development and hands-on training of plan owners in the US, Europe and APAC regions for the following Rygel organizations.
- Instituted a disaster recovery (DR) vendor assessment program designed to manage operational risk (acquired resources, managed costs, schedule, and performance of project components while ensuring success and acceptance of the 3rd Party Vendor Management Oversight and Testing Program).
- Managed and coordinated over Business Impact Analysis (BIA) in assigned eBay organizations.
- Conducted disaster recovery (DR) and component failure impact analysis of telecommunication and service delivery infrastructure. Made recommendations to improve service delivery and IT infrastructure emanating out of Estonia.
- Developed and documented the business continuity methodology framework for the timely restoration of critical business and support functions following a business interruption.

Chiana, Mountain View, California
Business Analyst (Contractor)   **Aug 2007 to Nov 2007**
- Responsible and accountable for the technology assessment of environment to facilitate moving the organization from current state to IT Standards compliance. The assessment quickly became a marathon sprint as I reviewed 12 departments / labs, 32 business processes, 45 applications, and 2500 servers within 3 months time while working remote.
- Developed and produced a model for technology assessment that helped prepare for technology change and integration.
- Used Remedy CRM tools to mine detailed server usage, ownership, release level, configuration, etc. information for assessment purposes.
- Documented technology and security risks and business continuity/disaster recovery maturity state.
- Produced weekly reports, managed team and resources, resolved day-to-day issues with emphasis on schedule, and success and acceptance of deliverables.

Scorpius Inc, San Francisco, California
Project Manager (Contractor)   **Dec 2006 to Aug 2007**
- Led Scorpius' business continuity/disaster recovery (DR) vendor testing and reporting on Critical and High Risk vendors, Outsourced, and Third Party Relationships across Enterprises to address a non-compliance decree issued to satisfy risk management and other organizational objectives.
- Defined and documented a test strategy, plan, required resources, schedule and performance test criteria including: test process, vendor classifications, test definitions, tools, reporting, pass/fail criteria, test validation/evidence, conflict resolution, waiver criteria, etc. to manage testing while working to ensure success and acceptance of test results.
- Monitored testing at multiple levels establishing rapport and maintained communication with stakeholders, including those external to the organization.

- Identified technology components with no failover or back-up and made recommendations to modify environments to enhance future effectiveness toward Schwab's strategic intent and compliance.
- Produced test status reports, managed team and resources, resolved day-to-day issues with emphasis on schedule, success criteria and acceptance of deliverables.

Bailar Crais San Francisco, California
Software Project Manager (Contractor)   **Feb 2006 to Dec 2006**
- Implement a business continuity/disaster recovery solution from initiation to release for Internet Program Re-Platform and Re-Design Project in a remote data center. Build-out delivered a robust and redundant DR infrastructure that ensured service continuity and recoverability.
- Responsible for analysis, design, configuration and build-out of a client-server, thin client and telecommunications environment
- Specified hardware and software requirements related to networks, interacting with technical vendors, and documented implementation progress and outcomes.
- Managed 3 to 5 direct technical resources and authored Statements of Work (SOW).
- Tracked software development schedule, customization, quality strategies, defects and issues.
- Documented requirements and high level solution design with emphasis on cost justification, RTO and RPO, remote data center analysis and "protection against" requirements.
- Devised and documented plan to perform a DNS public network switch-over/switch-back.

EDUCATION
- M.S. Systems Management/Information Systems, US Air Force Academy.
- B.A. Management, Saint Mary's College, US Air Force Academy.

CERTIFICATIONS
- PMI (Project Management Institute), In Progress, certification expected 4Q2016
- TOGAF (The Open Group Architecture Framework), In Progress, certification expected 4Q2016
- BCM Certification (in progress 1Q 2016)
- ICOR (International Consortium for Organizational Resilience) Certification: Data Center Specialist [3010] and Facility Operations Management [3020]), 2010
- Master Certificate in IS/IT Project Management, Villanova University, 2009
- PRINCE2 (PRojects IN Controlled Environments) Practitioner, tested and certified through Sun Microsystems, Candidate #P2R/109070, 2005
- IT Infrastructure Library (ITIL) Foundation Certificate in IT Service Management, 2004
- Marketing, Pacific Bell's Marketing Leadership Program, U.C. Berkeley - University Extension, 1997
- Data Communications, Pacific Bell's Data Communications Institute, Hill & Associate of Vermont, 1996

PROFESSIONAL AFFILIATIONS
PRINCE2 (PRojects IN Controlled Environments), Member since 2005