

NATHAN GILLIAM

ITIL, AWS CCP, VCP-DCV, ZCP-Advanced, EMCCAE, EMCSA

Leadership | Managed Services | Cloud | Infrastructure | DevOps | SRE | Operations | Program Management

Diverse hands-on Technology Leadership, Consulting, Program & Project Management, Engineering, Administration, Sales & Marketing to clients in industries including Professional & Managed Services, Cloud / Datacenter IaaS, Banking & Finance, Real Estate, Government, Legal, Media & Advertising, Healthcare, Bioscience and Education. Applies extensive experience, technology and relationship-building, adaptable from small startup to global enterprise environments. Ability to quickly adapt, learn new technologies, and consistently delivers results regardless of industry or role.

SKILLS & TOOLS

LEADERSHIP	CLOUD	OBSERVABILITY	COMPUTE / NETWORK / STORAGE
<ul style="list-style-type: none"> Team Leadership Strategic Planning, Budget Coaching & Development Program & Project Mgmt ITSM Process Improvement Vendor Management 	<ul style="list-style-type: none"> ServiceNow, Jira, Salesforce AWS, Azure, Flex Cloud Kubernetes, EKS CI/CD, Jenkins, GitLab VMware BC/DR – Zerto, SRM, DT 	<ul style="list-style-type: none"> AppDynamics, SumoLogic DataDog, NewRelic BigPanda LogicMonitor Splunk ScienceLogic EM7 	<ul style="list-style-type: none"> Cisco UCS, Dell, HP Networking (WAN/LAN) Fortinet, Sonicwall Firewalls NetApp, Nexenta Storage EMC, Dell Storage RecoverPoint, Data Domain

PROFESSIONAL EXPERIENCE

TAVANT: Senior Program Manager (Cloud Platform Release, Infrastructure, DevOps/SRE & Support Operations), Remote 01/22-Pres

- RESULT** – Manage Infrastructure team and customer collaboration to **deliver all platform application deployments, reduce upgrade risk, improve CI/CD enablement, reliability and observability** with DevOps and Site Reliability Engineering (SRE). Lead Platform Support team and work with customer to **reduce Open Incidents by 92%**, Aged Incidents by 88%, Open Problems by 61%, improve Incident Response SLA by 46% and Resolution SLA by 30%.
- Customer leadership team** on major Fintech digital transformation account (MGIC) with 150+ project team members for global digital products and solutions provider to build end-to-end enterprise financial services platform for underwriting workflow and process automation.
- Accountable for Platform Infrastructure and Platform Support Teams.** Manage 12 remote team members – 5 SRE/DevOps engineers and 7 Application Support Architect/Developers spanning the US and India to provide hybrid L1-L3 Platform Infrastructure and Application support until program completion. Platform spans **53 Application Microservices on 600+ Kubernetes pods across 8 AWS environments**
- Professional Services Account Leadership Team (MGIC – Mortgage Guaranty Insurance Corp)**
 - Customer Cross-Team Collaboration**, represent Tavant Infrastructure and Support teams with Product Owners, Program Management, Delivery Services, Infrastructure, Observability, Data Lake, DBA, Operations, Security and Service Desk teams.
 - Internal Cross-Team Collaboration** with Leadership, Development, Quality Assurance, Business Analysis, Finance, HR, Sales
 - Manage teams to Statements of Work (SOW), wrote support SOW and cost planning proposal
 - Resource Planning, Billing Review and Approval, Staff 1:1's, Coaching, Conflict Resolution
- Manage Platform Application Support Team**
 - Worked with team and customer on KPI's to **reduce Open Incidents from over 3400 to less than 250, and Problem Backlog by 61.6%** via process improvement and noise reduction as observability matured
 - ServiceNow ITIL process** adherence and improvement for Incident, Problem, Change Management and CMDB integration
 - Incident & Problem Management categorization; KPI statistics and trends reporting
 - Lead Team Standup / Scrum meetings for Production and lower environment support
 - Transitioning support to **Incremental Delivery Team** for frequent Problem hotfix, minor enhancements, application DevOps/SRE
- Manage Platform Infrastructure Team (Infra, SRE, DevOps & Release Deployment)**
 - Collaborate on **Scrum Sprint Planning**, Refinement & Backlog Grooming with customer Infrastructure and Observability teams
 - Manage Release Planning, DevOps Configuration, Automation, Deployment and Site Reliability Engineering (SRE).** Application deployment automation utilizes Terraform, Jenkins and GitLab. Infrastructure deployment automation capable of individual resource up to full environment duplication within 4 hours through extensive Terraform Infrastructure-as-Code.
 - CI/CD Enablement**
 - Environment and related work stream planning, execution, validation and remediation for Major-Minor-Hotfix releases
 - Environment readiness project management, including cloud infrastructure and application code base upgrades
 - Implement Parallel Environments - Development, QA, UAT, SIT, Performance and Production
 - SRE / AIOps Observability** - partnered with customer to mature robust automated Platform Application and Infrastructure insight
 - BigPanda (event aggregation and correlation, automated ServiceNow incident creation and assignment)
 - AppDynamics (microservice code-level application monitoring and lifecycle traceability)
 - LogicMonitor (AWS & Kubernetes infrastructure monitoring),
 - Splunk (log monitoring)

CLOUDHESIVE: Director of Cloud Operations (Cloud Managed Services Operations), Remote**07/20-11/21**

- **RESULT** – Leadership and Strategic Growth of an AWS Premier Partner's **Cloud Operations Team by 110%** to align with business/investor goals, from 10 engineers to 21 remote/hybrid staff, comprised of Cloud Support Managers & Engineers, Technical Account Managers, ITSM/Compliance Manager, Corp IT Systems Administration and Contractors, based local, national and international in South America and Europe. **Accountable for Managed Services Support, TAM, Platform Operations, ITSM, Compliance, Security and Corporate IT.**
- **Executive Leadership Team – Grew Org by 122% in 15 months**, Reported to CEO, Partnered with all C-Suite/VP's, Strategic Growth Plan
 - CTO – Partnered on technical, process, security and compliance related efforts, and customer transition to Managed Services
 - CPO / HR – Partnered through all phases of hiring/term processes, job descriptions, co-authored new policies (Time Off, etc)
 - VP, Customer Success – Partnered to improve customer satisfaction (CSAT, NPS), RACI, contract review, process improvement
 - VP of Sales – Partnered on contractual review, RACI and customer onboarding obligations
 - Finance – Partnered on NetSuite Billing Process improvement. Performed Monthly MSP Billing Time Review & Invoice Approval
- **Strategic Planning & Team Growth**
 - Performed Initial Team Assessment, Developed and Executed against a comprehensive Operations Improvement Plan
 - Redesigned Team Model for Scalable Growth; Wrote Job Descriptions & Interview Process; Hiring Plan to 35+ by Q1 2022.
 - Established tiered Cloud Support Engineers with standardized Titles, Descriptions and Salary Banding; Raised Qualifications.
 - Created **Hybrid Primary Engineer Model** of assigned customer subject matter experts
 - Designed for and Hired new After Hours Engineering team for 24/7 On-Shift Coverage, resulting in faster customer response, reduced oncall volume, improved team morale and customer satisfaction
 - Created **Technical Account Management** team and model as an operations role to solidify and maintain Trusted Advisor status, improved customer satisfaction, communication and thought leadership
 - Created internal **Platform Operations Engineering** team for improved focus on proactive Managed Services tooling & delivery
 - Established senior floater engineer to guide peers for improved SLA's, shortened learning curve and reduced ticket reassignment
- **Hiring, Training, Coaching & Development**
 - **Improved 87%** (34 of 39) of **Team Employee Survey Categories** YoY via OfficeVibe, including Communication with Manager by 47%, Employee Satisfaction by 35%, Alignment by 31%, Trust Between Peers by 13%, Wellness by 13%
 - Hiring, Training, Staff 1:1's, Mentoring, Goal Setting, Career Pathing, Succession Planning and Promotion of Team Members
 - Developed **Team Skills Matrix** to assess and quantify customer environment familiarity and technical skills to identify customer/skill subject matter experts as well as individual and team knowledge gaps. **Optimized Team & Customer Alignment.**
 - Created **New Hire Training** process to shorten learning curve by 30 days, improve consistency & distribute trainer responsibility.
- **ITSM / ITIL Management – Accountable for all IT Service Management, and Operational Process Improvement**
 - **ServiceNow CSM Migration (from NetSuite)** – Administration, Integrations, Portals & Time Tracking, Vendor / Contract Mgmt
 - Case / Incident / Task Request / CICD Deployment / Operational Project Management – Reduced Open Ticket Count by 438% as Monthly Resolved Count Increased 136%, Improved Workflow, Dispatching, Response/Resolution SLA, Reporting, Standups.
 - Improved & Trained Change, Problem & Knowledge Management in ServiceNow / Confluence; Oncall Restructure via OpsGenie
 - Corp IT – accountable for all hardware asset and vendor management, procurement, setup, support and onboarding/offboarding
- **Compliance** – Successfully Lead 2021 **SOC 2 Type 2 Audit** (Co-Lead 2020) and Penetration Testing for MSP compliance requirements.
- **Achieved AWS Certified Cloud Practitioner and (3) AWS Partner Accreditations - Cloud Economics, Technical and Business**

FLEXENTIAL:**08/14-06/20****Director of SCC Engineering (Enterprise Cloud, Managed Services & Datacenter Operations), Remote**

- **RESULT** – Lead **Select Customer Care Engineering team** of 7 remote customer-facing senior cloud infrastructure engineers for a premier Cloud Infrastructure-as-a-Service (IaaS) Datacenter provider, with 40 datacenters in 20 markets. Significantly reduced executive escalations as well as improved customer experience, operational stability and retention for Flexential's largest and most complex customers.
- Achieved **92% team Customer Satisfaction** via CSAT/NPS tracking, **100% team MBO productivity** and **94.4% team accountability.**
- **Hands-on Director of senior cloud infrastructure systems engineering team** dedicated to providing Cloud & Managed Services for Flexential's largest, most complex enterprise customers across a broad span of verticals **representing \$3.4M monthly revenue (MRR)**, both in proactive technical operations and migration/upgrade project services, as well as reactive 24/7 Tier 3 support of non-standard services and configurations on a vast array of technologies from VMware, Zerto, Cisco, Dell, HP, NetApp, EMC, Infinidat, Fortinet, Juniper, Brocade, Kemp, F5 and more. Managed customer environments include Public, Private and Hybrid Cloud, complex DR-as-a-Service, Multi-Cloud with hyperscalers (AWS / Azure), Colocation, off-premises, and others.
- Manage team, resource assignment, projects, vendor engagements, **ITIL / ITSM** focused process improvement and KPI reporting per SLA's.
- Lead team to serve as **trusted advisors** providing consultative guidance by developing architectural roadmaps to standardized services wherever possible to further improve customer experience, provisioning, operations, support and account management.
- Work closely with and execute on customer requests and projects from integrated peer SCC Technical Account Management Team.
- Integrated cross-functional collaboration with Cloud Platform Compute/Network/Storage, Support, Security, Product Management, Customer Success and Account Teams, as well as external Partners and Vendors, to further align service delivery efforts to SCC customer base.
- Coached and significantly improved employee engagement, morale, teamwork, knowledge sharing, development and retention, evidenced by **leading Gallup Q12 Employee Engagement internal survey. Raised participation to 100%, overall team rank by 123%, and improved responses on 11 of 12 topics, up from "33% green" to "100% green"**, resulting in a happier more cohesive team with almost no turnover.
- Developed team skill gap analysis to assess current and needed skills, identify gaps and training opportunities to improve service and support
- Developed and conducted annual team summit workshops focused on team, process, engagement, standards and value-add improvement.

- Designed and implemented strategic **Hybrid Customer Primary Engineer team model**, combining the best of assigned and pooled resource models to improve resource management and increase customer SME specialization, depth of knowledge, accountability, resource redundancy and scalability to productize, while also strengthening diversification, teamwork, knowledge sharing, collaborative troubleshooting, rotating 24/7 oncall, remote workforce rapport, and improve structure to natural team behavior.
- Lead effort to **productize SCC Engineering**, including Product Guide, Service Scope, Pricing Model and Product Code for Salesforce CPQ.
- Lead **Customer Alert Optimization project** to reduce unnecessary automated incidents without adverse customer impact, with the goal of enhancing support experience and time utilization by allowing the support organization to better react to actionable incidents/cases.
- Lead **Hardware Support Remediation project** to identify all out-of-support exposure and produce a comprehensive prioritized list of all hardware at risk along with associated recommendations and remediation costs.
- Organized and streamlined team documentation standards and process. Managed internal **Customer Documentation project** in ServiceNow ITIL / ITSM platform to improve support experience.

Select Customer Care Engineer (Enterprise Cloud & Managed Services Datacenter Systems Engineer), Remote

- **RESULT** – As a team, significantly reduced executive escalations as well as improved customer experience, operational stability and retention for Flexential's largest and most complex customers.
- Member of newly formed "Select Customer Care" Senior Engineering Team dedicated to Flexential's largest, most unique and complex customers to manage and support non-standard services and configurations on a vast array of technologies, with the goal of providing consultative guidance as a trusted advisor to transition to standardized services wherever possible to further improve customer experience, provisioning, operations, support and account management.
- Complex customer migration from multiple dedicated legacy VMware 4.x/5.x environments to Flexential Enterprise Public Cloud.
- Lead effort for newly formed team to organize and familiarize with customer environment details, legacy documentation, access methods, etc.
- Lead effort for newly formed SCC team to identify and familiarize with existing systems and tools required to support Flexential's largest, most complex and non-standard customers.
- **Achieved Zerto Certified Professional (ZCP - Advanced, AWS, Azure, Cloud Service Provider) Certifications**

Service Delivery Engineer (Cloud & Datacenter Systems Engineer), Remote / Jacksonville, FL

- **RESULT** – Top Performer by MBO of all markets by almost 30%. Redesigned Joint Technical Review Program, introducing standardization, SWOT metrics and Reporting across all markets to extract deeper, actionable intelligence from primary Customer Engagement Program.
- Leading Technical Customer Engagement Program for a premier Cloud Infrastructure-as-a-Service (IaaS) Datacenter provider, having 25 datacenters in 10 markets, with primary focuses on both Customer Experience and Technical Systems Engineering initiatives to increase overall satisfaction, revenue and reduce churn. Build and enhance customer relationships with a proactive consultative "Trusted Advisor" approach by assisting customers to better utilize and leverage Cloud, Colocation, Business Continuity / Disaster Recovery, Security, Application and Managed Services. Bridge gaps between Customer, Peak 10 Technical Operations and Sales by seeking to better understand Customer's Business, Current and Future Needs, the Impact of Subscribed Services, Current Utilization and how Peak 10 can be even better aligned to fit customer needs.
- Analyze Datacenter and Cloud Environments; Review, Present and Provide Expert Guidance to Customers; Lead transformative company-wide Customer Engagement Program Process, Presentation, Data Collection, Reporting, and Best Practices Improvements; Technical Project Management, Implementations, Onboarding, Upgrades and Troubleshooting. Peak 10 Cloud and Datacenter Infrastructure environment built on VMware, Cisco, and EMC infrastructure. Customer environments worked on include a wide range of other technologies.
- **Achieved ITIL Foundations, EMC Cloud Architect Expert, and updated VMware VCP 6.0/5.5 Certifications**

FOUNDATION FINANCIAL GROUP: VP – IT Infrastructure Services, Jacksonville, FL

04/11-07/14

- **RESULT** – Updated entire IT Data & Voice Infrastructure to significantly improve Reliability, Scalability, Flexibility, and Performance
- Promoted to Vice President of IT Infrastructure Services from Network & Systems Support Engineer.
- Managed 1 Direct Report, up to 8 indirectly on various projects and served as backup to CIO.
- Direct report to and worked closely with CIO on IT Vision & Strategy. Interact with all staff levels and worked closely with Executive Team.
- Hands-On Technical Architecture, Engineering, & Senior Administration Role with Accountability and Management of growth, transformation and overall stability of the IT Infrastructure to support massively scalable business goals (100+ new locations)
- Datacenter Design, Virtualization & Cloud Systems, LAN/WAN Network Architecture, Engineering, Administration, and Escalated Support for aggressively growing financial services company, with growth from 230 users at 9 sites to a 400-user 23-site network in 2 years
- Improved reliability, scalability, efficiency and flexibility by designing and implementing Virtualization, Centralized SAN Storage, managed MPLS WAN network, New IP Scheme, Upgrade of All Network Switches, VOIP, Centralized Switch & Firewall Management, and improved backup RPO/RTO using EMC RecoverPoint, Checkpoints, VNX Replicator and replicating Data Domain appliances for offsite storage to exceed regulatory requirements. None of these previously existed, most hardware was legacy at or past end-of-life
- Responsible for Budgeting, RFQ/RFP, Purchasing, and Vendor Management with strong Negotiation Skills
- Project Management and Solutions Architect for new Datacenter redesign, relocation, consolidation and virtualization with HA/DR Plan, on *VMware5.x Enterprise Plus and vCloud Suite*, using EMC Unified VNX5300 replicated SAN's with RecoverPoint/EX synchronous CDP journaling and replication, HP DL380 Servers, Cisco 3750x Network Switches, Cisco MD9148 Fiber Channel Switches, replicating Data Domain DD640's, Redundant WAN connectivity, AD update to 2008R2; Windows Server 2012 and 2008R2 Datacenter Editions
- Hyper-V 2012 implementation at Corporate Headquarters leveraging Hyper-V Replica Manager's asynchronous failover replication of VM's

- Testing and evaluating VMware vCloud Suite (vCloud Director, vShield, Chargeback), AWS, Azure, and Rackspace for potential Cloud solution design. Implemented Rackspace Cloud Solution for affiliate B2B services
- Project Management on Level3 MPLS implementation using Cisco 2951/2911 Managed Routers, ShoreTel/Sky Hosted VOIP migration using Cisco 7941G phones, VOIP Failover, Network Switch Replacement on HP Procurve 2920/2910AL/2520G, & Paperless HR New-Hire system
- Well-versed in how all infrastructure components integrate including Virtualization, Servers, Storage, LAN/WAN Routers, Switches, Firewalls, Active Directory / GPO, Site Scripts, and VOIP phones
- Utilized VMware 5.x / 4.1, Hyper-V 2012, Windows Server 2012 / 2008R2 / 2008 / 2003, Active Directory, DNS, DHCP, Windows 7, Windows XP, Symantec Endpoint Protection 11.x, Backup Exec 2012/2010R2, Veeam 6/7, Sonicwall GMS, NSA4500 HA, NSA3500, NSA2400, NSA240, and ES300 router/firewalls, Exchange 2007 / OWA, IIS7, MSSQL2005, Raritan KVM, Calyx Point, DocuSign and ADP HR Portal
- **Achieved VMware VCP5, EMC Proven Professional (Storage Admin - VNX Solutions Specialist), CompTIA Network+ Certifications**

NET V PRO / VACCINE & GENE THERAPY INSTITUTE: *Project Manager / Systems Architect (Contract)*, Port St Lucie, FL **11/10-02/12**

- Lead VMware 4.1 virtualization and Microsoft Exchange 2010 upgrade projects for a state-of-the-art Medical Research firm (Vaccine & Gene Therapy Institute), completing both projects under budget. Planning for future growth, Expanded, Upgraded, & Optimized VMware environment to ESXi and vCenter 4.1, configured utilizing VLAN's, High Availability and DRS Clustering for automatic load balancing and failover on HP BladeSystem c7000, BL460c Blades, HP Virtual Connect Flex-10 Modules, Compellent iSCSI SAN, & HP ProCurve switches.
- Resolved critical VMware network connectivity issues, and upgraded BladeCenter & Virtual Connect Manager firmware. Within VMware vSphere4 and Hyper-V environment, migrated VGTI's Microsoft Exchange 2007 to Exchange 2010 on Windows 2008R2, with Outlook, Web (OWA), Sonic Firewall and AppRiver virus/rollover service. HP H3C 40gb Datacenter Switch Configuration for Datacenter Coexistence.

PRIOR EXPERIENCE

RESIDENT REAL ESTATE NETWORK: *Sales & Project Management*, Palm Coast, FL

- Managed a Technology-Based Real Estate Brokerage, increasing technology and business skills in all areas including Management, Project Management, Coaching, Business Technology, Sales & Marketing, Sales Forecasting & Strategic Planning.
- Lead Team of 8 and Managed 40+ Vendor Relationships. Implemented Web/Citrix Cloud-Computing for Lead Generation, CRM, Sales Management, Contract Management Systems, and Tablet-based Contract Signing. In 2008, personally sold over \$5.2 mil.

RESIDENT HOLDINGS: *Managing Partner, Operations*, Palm Coast, FL

- Managing Partner of a Real Estate Investment Partnership. Designed Databases, Managed Acquisitions, Sales, Vendor Relationships, P&L, & Contract Management. ROI of 76.1% Avg Monthly Positive Cash Flow, 574% aggregated ROI in 3 years. Licensed FL Real Estate Broker.

RAVE SOFTWARE SOLUTIONS: *Senior Project Manager / Infrastructure Architect*, New York, NY

- Project Manager and Senior Infrastructure Architect for an IBM/Lotus Premier Partner Consulting Firm on 16 Network, Messaging Infrastructure Migration and Web projects using Lotus Domino/Notes, Websphere, IIS, MS SQL, Microsoft Exchange, Citrix, cc:Mail, etc.
- Managed up to 12 staff across 14 web projects concurrently (Chase Manhattan Bank).
- Projects varied from SOHO's to High Profile clients, ranging from 25 to 11,000 users (up to 100,000 worldwide).
- Projects included **The United Nations Headquarters, United Nations Children's Fund (UNICEF), Chase Manhattan Bank, Pennie & Edmond's, Louis Dreyfus Corp, Financial Security Assurance, Packard Instruments, Media Planning Group, Insignia ESG, Society Generale, State University of New York (SUNY), Bureau of Manhattan Community College, Baruch College, Murphy Health Care, Unilever, and IBM/Viva Optique. Business Development & Sales Support to Win Migration Project for Louis Dreyfus.**
- Project Management skills include a wealth of formal study in Project and Risk Management, PMP Certification Preparation in Contract Negotiations, Account Management, PMBOK, Work Breakdown Structure. Team player with strong written and verbal communication skills.
- Active involvement in the PMI New York City Chapter and PMI Program Development Committee Member
- Communication with Project Stakeholders, Wrote Proposals, Project Scope Management, Feasibility Studies, Needs Analysis, Project Plans in Microsoft Project, System Design Documents, Complex Visio System Diagrams, System and Training Documents & Videos.
- Technical skills include hands-on Network Operating System, Web, Messaging, Network infrastructure design, migration & admin strategies using an array of both Microsoft & Lotus/IBM technologies. Hardware knowledge includes Compaq, Dell, HP, IBM Servers, Switches

CNS GROUP: *Messaging Consultant (Contract)*, Norwalk, CT

- Designed and migrated messaging system from cc:Mail 8.x to Lotus Notes 4.6x on NT4 for a systems integration consulting firm.

BTS USA, INC: *Network Consultant & Administrator (Contract)*, Stamford, CT

- Designed Windows Network and Migrated MS Exchange messaging. Implemented LAN/WAN for a Global Management Consulting Firm.

GE CAPITAL COMMERCIAL REAL ESTATE SERVICES: *Lotus Notes / Network Administrator (Contract)*, Stamford, CT

- Administered Lotus Notes, MS Exchange, MS SQL Application Environments of approximately 600 users in 25 locations worldwide.
- Responsible for additions of four International locations in Europe & Central America and assessment and redesign of Lotus Notes Network..
- Integrated Lotus Domino/SQL Workflow Applications with GE Corp MS Exchange v5/5.5 System (250,000+ users).

THE NEW YORK TIMES: *Systems Support (Contract)*, New York, NY

- Supported 2000 PC users and over 500 Mac users. Specialization in knowledge of multiple Client/Server Operating Systems and Software.

CERTIFICATIONS & EDUCATION

LEADERSHIP & PROJECT MANAGEMENT

- CloudHesive Leadership Summit (Oct 2020 – Fort Lauderdale, FL)
- Flexential Cloud & Managed Services Leadership Summit (Jan 2020 – Charlotte, NC)
- Flexential Manager Effectiveness (Aug 2019 – Denver, CO)
- ITIL v3 Foundations (May 2015 – Tampa, FL)
- Past PMI Chapter & Program Development Committee Member, *Project Management Institute* (New York, NY)
- Senior Project Management, *American Management Association* (New York, NY)
- PMP Prep Course – Contract Management, *International Institute for Learning* (New York, NY)
- “Winning Collaboration” Theory of Constraints Project Management, *International Institute for Learning* (New York, NY)
- Project Risk Management 4-Part Broadcast Seminar Series, *International Institute for Learning* (New York, NY)
 - (Instructed by Dr. David T Hulett, PMBOK Project Member and Contributor)
- Professional Sales Coaching & Training by Best-in-the-Industry Tom Ferry, Craig Proctor, Jeff Wilhems & Michael Russer

TECHNOLOGY

- Operationalizing Kubernetes
- AWS Event-Driven Automation and Operations
- AWS Solutions Architect training (associate and professional)
- AWS Certified Cloud Practitioner Certification
- AWS Partner Cloud Economics Accreditation
- AWS Partner Technical Accreditation
- AWS Partner Business Accreditation
- EMC Cloud Architect Expert Certification
- Zerto Certified Professional – Advanced (ZCP-Advanced, AWS, Azure, Cloud Service Provider)
- VMware Certified Professional 6.0 / 5.5 / 5.0 / 4.1 (VCP-DCV)
- VMware 5.1 Optimize & Scale Course
- VMware 5 What’s New Course
- VMware 5 Design Workshop Beta
- VMware Technical Sales Professional 5 (VTSP) Accreditation
- VMware Sales Professional (VSP) Accreditation
- VMware Infrastructure Virtualization Accreditation – Capacity Planner
- VMware Business Continuity Accreditation – Managing Availability
- VMware Desktop Virtualization Technical Sales Accreditation
- EMC Proven Professional (EMC Storage Administrator – VNX Solutions Specialist v7.0 Certification)
- EMC Proven Professional (EMC Information Storage Associate v2 Certification)
- EMC VNX Unified Storage & Management Class
- EMC RecoverPoint Operations & Management Class
- EMC Replication Manager Class
- Microsoft Virtualization IT Camp – Datacenter Virtualization with Windows Server / Hyper-V and Azure
- CompTIA Network+ Certification
- Principal / Certified IBM Certified Systems Administrator – Lotus Notes & Domino R7, R6, R5, R4

EDUCATION

- University of New Haven, *Engineering* (West Haven, CT)
- Norwalk Community College, *Business & Finance* (Norwalk, CT)

PROFESSIONAL REFERENCES

- **Eric Low, VP – Engineering** – Manager at Tavant / MGIC – 510.759.0367
- **Janson McCreery, SCC Director of Technical Account Management** – Director Peer at Flexential – 912.675.3222
- **David Heberling, VP of Select Customer Care** – Manager at Flexential – 937.654.2400
- **Chip Burton, SCC Engineer** – Team Member at Flexential – 561.702.7622
- **Joe Arns, Regional VP of Operations** – Manager at Flexential – 904.482.2064
- **Rolf Wilck, CIO** – Manager at Foundation Financial Group – 904.424.4742
- **Paul Berndt, Owner** – Manager at NetVPro / VGTI – 920.883.9162