# Joseph A. Henriques

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## CERTIFICATIONS

- ✓ **Microsoft Azure Architect Technologies (AZ-303)**
- ✓ **Project Management Professional (PMP)**
- ✓ **ITIL Foundation v3**
- ✓ **VMware VCP vSphere 4**

- ✓ **Certified Information Systems Security Professional (CISSP)**
- ✓ **Microsoft Certified Systems Engineer (MCSE)**

## EXPERIENCE

**Equifax, GA (Contractor)**                                                July '19 – January '21

**IaaS** *–Architect/Data Center Transformation*

- Drove the deployment of enterprise workloads into Google Cloud and increase the consumption of the platform by providing deployment guidance and best practices, while supplying appropriate recommendations to overcome blockers.
- Collaborated with application teams to document relevant application and infrastructure dependencies to drive technical decisions for the delivery of cloud-based solutions.
- Worked with ServiceNow Team to produce regular and ad hoc reporting and dashboard reports, as per requirements via web services APIs.
- Worked with application and infrastructure teams to define strategies to migrate and decommission platforms with the least disruption to business process while delivering robust cloud platforms.
- Worked with the Equifax infrastructure and application teams to finalize the detailed scope documents outlining all the infrastructure assets, corresponding business applications, and application owners for the application migration and datacenter decommission initiative.
- Identified high risk applications and support creation of migration plan and phasing with application owners and Alliance Leads.
- Worked with the application owners and infrastructure SME's to facilitate and support the completion and approval of the in-scope application runbooks and roadmaps.
- Facilitated meetings and discussions between Equifax application owners and infrastructure management to develop solutions that meet the decommission target completion date where possible.
- Assisted with designing the governance activities associated with ensuring enterprise infrastructure architecture compliance.

**EY, GA (Contractor)**                                                January '17 – July '19

**Compute Services** *–Architect/Governance*                    *January '19 – July '19*

- Assists in the design and implementation of architecture governance strategy and ensures adherence to related policy and standards.
- Evaluate solution designs to ensure alignment with requirements while adhering to governance standards.
- Collaborate Records Information Management, Risk, and Information Security teams to evaluate, revise and publish policies concerning data storage, security and integrity.
- Design and implement solution which leverage on-premises identity provider with Azure AD to provide seamless single-sign-on to cloud based resources.
- Work with technology leadership team to define a data governance implementation roadmap, including strategic priorities for development of information-based capabilities.
- Create, maintain, and align solutions architectures to EY's Information Security policies and standards with industry best practices and business needs in the adoption of cloud services and technologies.
- Applied research in the implementation of new technologies/process, including best practices, system management, cloud, and network strategies to optimize cost and increase efficiency and performance.
- Responsible for gaining an understanding of new/emerging infrastructure technologies and defining the best approach to leverage such technologies to meet the goals of the organization.

**Advisory/Transaction Advisory Svc.** *– Solutions Architect*                    *January '17 – December '18*

- Partner with infrastructure SMEs to ensure technical integrity, cost-effectiveness, supportability, and operational readiness of solutions.
- Design cloud based (Azure) solutions to ensure security principles and industry best practices are adhered to and integrity of the enterprise is maintained.
- Define and document the infrastructure target state architecture by forecasting future growth and business needs while applying industry best practice and infrastructure architecture standards.
- Collaborate with infrastructure technical leads to define and design cloud migration plans and guide the implementation and cut over while maintaining 99.99% uptime of production environment.

- Design and implement solution which leverage on-premises identity provider with Azure AD to provide seamless single-sign-on to cloud based resources.
- Build, maintain, and manage relevant stakeholder relationships in a manner that fosters an environment of trust and open communication.
- Applied research in the implementation of new technologies/process, including best practices, system management, cloud, and network strategies to optimize cost and increase efficiency and performance.
- Responsible for gaining an understanding of new/emerging infrastructure technologies and defining the best approach to leverage such technologies to meet the goals of the organization.
- Engage with other EA domain architects to deliver comprehensive, executable IT architecture strategy, and roadmaps that effectively balance long and short-term business imperatives.
- Review business drivers and strategies with Application Enterprise Architects to understand the implications of technical and middleware architecture. Develop engineered solutions including design(s), specifications, documents, diagrams, and configurations applicable to data center services.
- Identify, communicate, and mitigate risks, assumptions, issues, and decisions throughout full project lifecycle.

**Intercontinental Hotels Group, GA (Contractor)**                          February '15 – December '16
**Enterprise Infrastructure** – *Senior Solutions Engineer*
- Created high-level physical designs for execution of large-scale projects. Ensures that designs deliver business value while complying with Enterprise architecture and technology direction.
- Partnered with infrastructure SMEs to ensure technical integrity, cost-effectiveness, supportability, and operational readiness of solutions.
- Collaborated with infrastructure technical leads to define, design, plan, and guide the implementation of enterprise infrastructure solutions that are scalable, adaptable, and meet the needs of the business.
- Extensive experience with infrastructure theories, principles, and concepts; application infrastructure and standards; networking fundamentals; Windows; Unix/Linux; Disaster Recovery; Clustering; Physical Server architecture; Virtualization Technologies (e.g., VMware) and LAN/WAN/Firewall/VPN network technologies.
- Manage the successful technical delivery of Information Security projects and services by working directly with key business stakeholders, SMEs, and project teams.
- Created and implement standards, processes and procedures related to infrastructure security, administration, capacity, fail-over and disaster recovery.
- Develop service reference architectures and artifacts which ensure and enforce architectural consistency across solutions implementation. Ensure consistency of architectural artifacts generated by engineering teams.
- Responsible for gaining an understanding of new/emerging infrastructure technologies and defining the best approach to leverage such technologies to meet the goals of the organization.
- Ensure compliance with developed architectures and best practice through audits and gap analysis specific to IT infrastructure technology.
- Assessed business process, technology, and information architecture at logical, system and component levels to understand the risks/benefits to IHG, apply critical thinking, and influence the overall design of the system.

**American Cancer Society, GA (Contractor)**                          November '14- February '15
**Enterprise Infrastructure Services** – *Infrastructure Project Manager*
- Lead and oversaw project team to ensure successful completion of performance objectives within defined time and budget constraints.
- Reviewed and audited practices to plan and execute the implementation of remediated processes.
- Provide environment governance enforcement ensuring that best-practices and recognized IT industry standards are adhered to for infrastructure delivery and when performing environment changes.
- Oversee development and continual improvement of routine operational and support procedures and SLAs for consistent application operations and service delivery.
- Coordinated all aspects of infrastructure builds, implementations, and validation services including client communications, presentations and project updates as required regarding any conditions that impact deployment, testing and recovery of critical systems, services, or applications.
- Worked with infrastructure, applications, and security teams to ensure suitable controls exist to protect systems and electronic data from internal and external unauthorized access, modification, deletion, or disclosure.
- Lead effort in assessing systems, processes and projects against compliance requirements, control objectives and security best practices, interacting with internal and external technical staff.

**SunTrust Bank, GA (Contractor)**                          April '14- October '14
**Enterprise Infrastructure Services** – *Infrastructure Project Manager*
- Worked in partnership with engineering, product management, and infrastructure teams to develop and implement the delivery framework governing the operationalization of novel applications and infrastructure environments from concept, through engineering, customization, implementation, and operations. With a focus on partnership, strategy, culture, best practices, and continuous improvement.

- Managed the deployment of new datacenter technologies through the engineering, deployment, and operations lifecycle, ensuring efficient deployment while maintaining the integrity of the existing network and data infrastructure.
- Performed gap analysis to established consistent process for the review and revision of existing technology in the SunTrust computing environments and ensure that these processes are seamlessly integrated into existing practices.
- Lead assigned project from initiation through entire life cycle of and is accountable for the project delivery (including schedule, scope, and budget), implementation, and maintenance of project documentation.
- Prepared presentations related to risk management, incident mitigation, change management, power maintenance events, and disaster recovery activities, etc.
- Planned and coordinate activities, and interface with engineering and datacenter teams in executing the technology operationalization process.
- Worked with all areas of technology to establish the scope and goals of projects, provide leadership in defining and delivery of project initiatives.
- Produce reports and plans of action utilizing Lean principals including Kaizen, Ishikawa, and SIPOC to improve productivity and increase process efficiencies.

**New York City Department of Correction, NY**                                   February '13- July '13
**Technology PMO –** *Business Analyst/Project Manager*
- Collaborated with stakeholders to determine the project scope, resource requirements, skill requirements, project milestones, budgets, and risks per standard methods and practices.
- Worked with DOC business units to elicit requirements via interviews, document analysis, business process descriptions, use cases, scenarios, business analysis, and task and workflow analysis.
- Modeled the infrastructure and agency landscape to analyze the alignment of business capabilities with technology solutions.
- Developed specifications for new products/services, applications, and service offerings. Assess the compatibility and integration of products/services and proposed standards to ensure an integrated architecture across interdependent technologies.
- Monitored and documents project status; anticipate issues and resolve or escalate to the appropriate level of management for resolution to ensure proper project completion within schedule and budget constraints.
- Coordinated project closeout including project post-mortem, knowledge transfer, and ownership activities for project deliverables upon formal acceptance by project sponsor.
- Assisted in setting standards and guidelines on how to define and describe business and functional requirements for information systems projects unambiguously and systematically.
- Produced high quality operational documentation, including Visio diagrams, high-level descriptions of the environment, as well as detailed instructions outlining the steps required to repeat the build-out and configuration of the infrastructure.
- Developed recommendations and the associated cost/benefit analysis for appropriate third-party technology components and necessary custom solutions to support the execution of the architecture transition roadmap.

**Morgan Stanley Smith Barney, NY (Contractor)**                               January '10- November '12
**Global Wealth Management –** *Infrastructure Project Manager*
- Lead and documented datacenter migration from Utah to Ohio; this included leading the effort to create and execute a strategic migration plan which maximized system availability and application integrity throughout the endeavor.
- Lead a team of engineers in the build of a heterogeneous application infrastructure in support of the Morgan Stanley/Smith Barney joint venture. The application environment consisted of MS web and application servers, Linux/WebSphere application servers, pointing to mainframe and SQL database systems.
- Followed a structured methodology for configuration management across the SDLC leveraging HP Service Manager for change management and custom shell scripting and BladeLogic for change execution.
- Applied understanding of interactions and dependencies across IT organizations to facilitate collaboration between teams to efficiently deliver technical solutions.
- Responsible for leading and mentoring diverse project teams of Systems Engineers, Application Support Engineers, DBAs, Developers among others in the daily resolution of technical issues related to the build and deployment of new environments (JV, UAT, performance and QA) in support of joint venture and QA activities.
- Ensured that appropriate risk management policies, procedures, processes, and standards are incorporated into daily assignments and workflow processes and is responsible for maintaining high levels of awareness as related to the bank's risk management policy.
- Assisted in capacity planning, resource modeling and performance measurement for various proprietary applications running on Windows/IIS, and RedHat/WebSphere systems.

- Managed project resources with the goal of transforming monolithic software and static, underutilized server farms into scalable services by leveraging the latest advances in grid and cloud computing resulting in better performance, higher availability, faster time-to-market, and much lower operational costs.
- Created and maintaining performance metrics to senior management, reporting on all aspects of application infrastructure performance and support with an emphasis on improving service delivery throughout the IT organization.
- Worked with MSSB DR Team to failover the production environment for validation of the BCP procedures, infrastructure and BAU processes for maintaining a consistent, healthy disaster recovery environment.

**JP Morgan Chase, NY** June '00 - October '09
**Worldwide Securities Service – VP -**_Systems Engineer Lead_ *July '05 - October '09*

- Built and tested VMware platform in strict conformance to enterprise VMware standards, with accountability to the enterprise Windows Server Technology organization, and performed migration of eligible applications to that platform.
- Installed, maintain and support Windows Servers (2003/2000) in a distributed heterogeneous environment consisting of over 1000 nodes in various configurations including Application, Database (SQL Server 2005) and Web (IIS, Apache) platforms.
- Leveraged VMware to deploy new Wintel systems rapidly and strategically. Including the build-out of POC environments for validation of the Windows 2003 -2008 migration path as well as to satisfy application development, quality assurance and business production systems requirements.
- Experience with Windows security, including administration of PKI authentication, policies, practices and procedures, token issuance systems and device certificates.
- Managed project to deploy Symantec Enterprise Security Manager to identify and manage the remediation of existing security vulnerabilities in a 1000+ node Windows server environment.
- Collect and analyze monitoring and performance metrics via scripting to generate reports and manage the design and implementation of improvement of existing as well as new systems.
- Responsible for installation, configuration and updates of systems related software, firmware, operating systems/security patches and upgrades.
- Responsible for product evaluation and recommendation including but not limited to MS SMS, MS Windows 2008, Infovista, and Symantec ESM.
- Worked with the Information Risk team to perform and respond to information technology assessments and audits of organizational systems and processes, interpret results, and develop and communicate recommendations for improvement to management.

**Corporate Internet Group – VP -** *Senior Technical Lead-Online Banking* *July '01- July '05*

- Lead a team of Systems Engineers to provide 3rd level application/server support for Corillian Voyager internet banking system servicing 3 million enrolled and 1.5 million active users on a heterogeneous infrastructure consisting of Windows 2000-leveraging IIS5 and .NET, Unix, Tandem and Mainframe systems.
- Provide end-to-end solutions for new web and application server implementations by leading teams of Systems Engineers to architect the hardware and software solution as needed for the new product to best meet both the standards of the bank and the performance needs of the business.
- Responsible for developing release management and production implementation techniques to ensure releases are smooth-with minimal downtime, error-free, and easily rolled-back.
- Worked with team to provide disaster recovery planning, design, and implementation, leveraging EMC's SAN technology to replicate between multiple data centers.
- Assist in formulating tactical and strategic plans to continuously improve process, procedures and overall level of service contributing to the advancement of the group's CMM rating.
- Lead implementation teams to provide enhancement in features for the Chase Online Banking service, which include but are not limited to check imaging, statement imaging, tiered authority, etc.

**Treasury and Securities Services** - *Systems Engineer* *June '00- July '01*

- Implemented fault tolerant storage strategies leveraging EMC storage technology utilizing fiber channel connectivity, RAID 1 and 5 in an internal configuration as well as external SSA and RAID arrays.
- Provided 7x24 support for Intel systems running Windows NT Server in large (300+) server environment consisting of mission critical applications where minimal downtime is necessary.
- Worked with team to design and implement multi-tier environments involving Windows NT Enterprise Servers, IIS4 web servers, AIX, Solaris, Metaframe and Mainframe systems.
- Configured servers for optimum availability using load balancing, clustering and various fault tolerant network and storage area network strategies.
- Interfaced with business units, developers, and vendors in the evaluation of an application's hardware requirements as well as product compliance to standards and practices of the GIS data facility.

- Installed and configured Compaq Servers with Windows 2000 Advanced Server and Windows NT4 Servers as a resource for DNS, WINS and DHCP name and IP address resolution services.
- Developed system run-books for maintenance and troubleshooting of Wintel-based systems including but not limited to inventory, software deployment, and troubleshooting procedures.
- Audited security and disk space usage. Work closely with security and storage management groups to rectify any potential issues.

**The A Consulting Team, NY**                                                                February '00- June '00
  *Systems Engineer-Consultant*

**Guardian Insurance**, NY                                                                July '99 – January '00
  *Systems Administrator-Consultant*

**Merrill Lynch**, NY                                                                February '99 – June '99
  *Systems Administrator-Consultant*

**Pratt Institute, NY**                                                                July '98- February '99
  *LAN Administrator/Trainer*

## *EDUCATION*

**University at Albany**, Albany, New York

## *SOFTWARE/OPERATING SYSTEMS*

**Collaboration & Reporting:** Service Now; HP Service Manager; HP Quality Center; MS Office, Project, Access, BMC, Domino/Notes, Site Server, Crystal Reports, Access.
**OS/Virtualization/Monitoring:** Redhat, CentOS, WebSphere Enterprise Service Bus, VMware vSphere, Windows Server, MS Cluster Server, Symantec ESM, MS SMS Server, Bladelogic, Infovista, Veritas;
**Application Servers & DBMS**: Tomcat, IIS, .Net, Java, MS ASP .NET, ColdFusion, WebSphere, Oracle, SQL Server, Sybase, DB2, MS SQL Server, Hadoop, Oracle RAC;
**Networking, Data-Feeds, Mail:** Cisco, Checkpoint, F5 (LTM, GTM), Akamai, S&P, Reuters, Exchange, Notes, FIX Protocol
**Security:** ArcSight, CyberArk, RSA Archer, Azure Active Directory, SAML Federation.
**Automation/Deployment:** Chef, Jenkins, vCAC
**Cloud Providers:** Century Link, Amazon Web Services, Microsoft Azure

## *HARDWARE*

IBM Netfinity/Blade Center servers, HP/Compaq Proliant, Blade Systems servers, Dell Power Edge servers; EMC SAN; F5 and Cisco network devices; Installation and configuration of RAID Controllers, Emulex Fiber channel cards; memory and processor upgrades.