

PROFESSIONAL SUMMARY

- Experience in IT management, process design and improvement, project management, data analysis, IT infrastructure management, solution design and systems administration.
- Knowledgeable in process management tools, methodologies, multiple software development life-cycle methodologies, and ITIL/IT Service Management practices.
- Skills include multiple forms of process management (change, release, incident, problem, configuration, service request, capacity, event, resource), budget planning, schedule management, strategic planning, infrastructure management, process improvement, project management, mentoring, risk analysis, project development life-cycle methodologies, team building, data analysis, service monitoring, executive reporting, and client relations.
- Experience in the following industry verticals: library services, automotive dealerships, automotive manufacturing, metal refining, telecommunications, engineering research, federal contracting, financial services, and travel agencies.

EXPERIENCE

OCLC – ITIL Process Architect

- **November 2016 – present**
- Oversaw the continual improvements to the previously created change and release management processes and oversaw the individuals performing day to day activities.
- Developed, managed, and executed the configuration management processes for the organization. This was coupled with the creation of the CMDB. The processes maintained the CMDB's accuracy and interaction primarily between other ITIL processes. The CMDB's links to the change and incident processes allowed for increased understandings of potential risks and impacts between applications.
- Developed, managed, and executed standards for service request management. Established the request management process for the organization and laid the groundwork for the creation of a user centric request portal. This was the first strategic approach to the topic within the organization.
- Developed, managed, and executed the processes for IT standards and governance. This led to application teams adhering to our standards of design and implementation.
- Developed, managed, and executed the company's first formal capacity management process. This enabled our executives to understand how much of our resources were being consumed, what share was being used by each application, and showback of infrastructure costs. The cost showback of each application and allowed the business representatives to have accurate information with which to make meaningful decisions.
- **October 2014 - November 2016 - IT Process Owner and Manager - Change, Configuration, Release**
- Developed, managed and executed the release management and change processes for the organization. Introduced metric-driven analytics to identify areas of improvement and fragile IT components. The analysis provided a better understanding of the risks and impact involved with each change, the time frames needed to execute a change, technical disciplines required, and who was accountable for each portion of a given change.
- Continually improved and evolved the release and change management processes and execution. This resulted in a 324% increase (peak of 467 non-standard changes in a month) in the changes evaluated by the GCAB/ECAB and 297% increase in the number of executed changes (excluding standard changes) in a two year span. Each of these changes represents a software release, infrastructure modification, or configuration modification to the company's software and data centers which host cloud based services and applications as services. Total change velocity and volume rose from 7000 to over 15000 in a three year span (214% increase).
- Owned, defined, implemented and oversaw the organization's release management process. This involved creating a new role that acted in the manner of a Release Manager, chairing the release management steering committee, defining the organization's overall release schedule, addressing potential collisions between releases, coaching the release managers, and arbitrating escalations between competing change owners.
- **November 2012 – October 2014 - IT Operations Services Delivery Manager**

- Refined the incident and problem management processes and executed those processes when critical incidents occurred.
- Managed operations staff and coordinated the execution of software installs. This included implementing changes, monitoring data centers, incident management, and event response.

Fenix Power Systems – Member, Executive Board of Directors – July 2018 – present

- Responsible for performing business analysis related to new potential products.
- Developed customer profiles based upon their use cases and requirements.

ADP Dealer Services – Manager, Data Services and Projects, IntegraLink Division – Mar. 2005 – Sept. 2012

- Performed project management, release management, and operations management duties, including process development. Oversaw the creation of new projects and interfaced with clients (automotive manufacturers and automotive marketing companies) to define requirements and specifications. Managed expectations with IT staff, Account Managers and clients. Project timelines extended into multiple years and millions of dollars. Managed the full development lifecycle of projects from inception to operational execution.
- Projects in my area of responsibility involved data warehouses to aggregate, store, and normalize various automotive data sets.
- Established, developed, and managed the Data Services Analysis and Data Normalization departments.
- Created and managed training sessions to the operations staff on evolving technical processes based on the company's Unix/MySQL based infrastructure. Trained and mentored junior associates.
- Analyzed, specified and managed projects for internal use and continual improvement. These included business intelligence initiatives and new data sets to be offered as part of the company's product portfolio.
- Product owner for data collection and aggregation services.

Geek Industries LLC, Lukens Technologies LLC – President – Oct. 2002 - present

- Responsible for gathering requirements, defining the scope of projects, brainstorming with clients, designing and constructing high-level technical plans, project management, management of contractors and contracts, constructing and defining solutions, and project implementation.
- Fulfilled the roles of solutions architect, systems administrator, IT Director, DBA, project manager, and process engineer for clients.
- Provided IT engineering services, web hosting, custom web design, custom application design, DB administration, Windows system administration, Unix system administration, administration of virtualization systems, infrastructure (data center) management, network installation and configuration.

Revolution Software – Consultant, Engineering Division – July 2003 – Feb. 2005

- Provided computer consulting services, project planning, IT support, network engineering, Unix administration, Windows administration and custom programming.
- Developed and implemented an IT security auditing package and acted as lead auditor for clients.
- Developed and implemented a network monitoring solution to monitor convoluted and disparate networks.
- Clients included automotive manufacturers, commercial research facilities, government research facilities, pharmaceutical manufacturers, and others.

The Edison Welding Institute - Unix Systems Administrator and IT Security Officer – May 2001 – July 2003

- Managed a small team of associate IT staff.
- Retained a Department of Defense SECRET clearance (currently inactive).

Eramet Marietta - Computer Engineer, Process Control Specialist – Apr. 1998 – May 2001

- Designed, developed, supported, and tested industrial control systems and IT infrastructure systems for Eramet's metal manufacturing processes
- Administered Unix based servers, industrial control applications and IT infrastructure systems.

Case Western Reserve University – Systems Administrator – Dec. 1994 – May 1999

HONORS

Dean's List, Case Western Reserve University, multiple years
OCLC Spotlight Award – Change Process and Change Management, 2014
OCLC Spotlight Award – Release Process and Release Management, 2016

PUBLICATIONS

PalmOS Development Under Linux, The Linux Gazette, February 2001
Principles of Paper Model Design, Work-in-Progress

EDUCATION and CERTIFICATIONS

- M.S., Engineering - Computer Engineering – Case Western Reserve University, 2000
- B.S., Engineering - Computer Engineering – Case Western Reserve University, 2000
- Harrison Performance Based Coaching – Management Training, 2008
- ITILv3 Certifications
 - Foundations
 - Service Transition
 - Service Operations
 - Service Design
 - Continuous Service Improvement
 - Practitioner

OUTSIDE ACTIVITIES

- Theta Chi Fraternity – CWRU and recolonization efforts at OSU
 - Chapter Advisor for the Alpha Lambda chapter of Theta Chi at OSU
 - Inter-Fraternity Council Advisor for greek life at OSU
- Member of National Association of Rocketry #113
- Member of IPMS Eddie Rickenbacker chapter
- Member of Academy of Model Aeronautics, chapter #1342
- MB Industries – Model Beta Builder
- Motts Military Museum – Model Builder – <http://tinyurl.com/kse4dud>