

David M. Lukens

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11601 Canterbury Ave., Pickerington, OH 43147

<http://www.linkedin.com/pub/david-lukens/2/693/798>

PROFESSIONAL SUMMARY

- Results-oriented and process driven IT professional with experience in IT management, process development, project management, data analysis, IT infrastructure operation, solution design and systems administration.
- Knowledgeable in project management tools, methodologies, and multiple software development life-cycle methodologies (waterfall, spiral and agile), ITIL practices, IT Service Management practices, and IT governance.
- Skills include multi-process IT service management (change, release, incident, problem, configuration, service request, governance), budget planning, schedule management, strategic planning, infrastructure management, continuous process improvement, project management, mentoring, risk analysis, project development life-cycle methodologies, team building, data analysis, service monitoring, problem solving, disaster recovery, and client relations.
- Experience in the following industry verticals: library services, automotive dealerships, automotive manufacturing, data aggregation, metal refining, telecommunications, engineering research and development, federal contracting, financial services, and travel agencies.

EXPERIENCE

OCLC – ITIL Process Owner – Change Manager, Release Manager, Configuration Manager, Request Manager

- **November 2012 – present**
- Developed, managed and executed the release and change processes for the organization. This includes development of the processes, chairing the Global Change Advisory Board (CAB) and Emergency CAB, chairing the change steering committee, establishing release requirements and schedules, training the organization in the use of the change management system, risk analysis, resource coordination, and identification of inter-dependencies between changes.
- Introduced metric-driven analysis to identify areas of improvement and common fragile components that require additional attention. 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 for each change and who was accountable for each portion of a given change. Post-change analysis provided information related to recurring themes experienced during planning and execution phases. Constructed reports and presentations for executives on past performance and trends as well as predictive models for future planned changes.
- Continually improved and evolved the release and change management processes and execution. This resulted in a 171% increase in changes handled by the CAB and 349% increase in the number of executed changes in a two year span. The overall success rate rose from 91.99% to 93.23% during the same time that overall volume increased by a factor of 3.5. Total change volume for FY16 was 14,751.
- 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, coaching the release managers, chairing the release management steering committee, defining the organization's overall release schedule, addressing potential collisions between releases, and arbitrating escalations between competing change owners.
- Developed, managed, and executed the configuration management processes for the organization. This effort led to the design and creation of the organization's CMDB. The processes maintained the CMDB's accuracy and integration with other IT and business processes. The CMDB's integration with change and incident processes allowed for increased understandings of potential conflicts and impacts to software components, exposure to risk, and many other pieces of metadata related to the IT services.
- Developed, managed, and executed standards for service request management and access management. This was the first strategic approach to the topics within the organization and led to better engagement of IT resources, establishment of SLAs, OLAs, many automated workflows, and the construction of an enterprise portal.
- Developed and contributed to the iterative improvements for the following processes: Transition Planning and Support, Change, Release, Configuration, Change Evaluation, Event, Access, Request, Problem, Incident, Continuous Service Improvement
- **November 2012 – October 2014 - IT Operations Manager**
- Refined the incident and problem management processes and executed those processes when incidents occurred.

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- Managed operations staff and coordinated the execution of software installs. This included implementing changes, monitoring datacenters, incident management, and event response.

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

- Performed project management, release management, incident 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 time-lines 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

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HONORS

Dean's List, Case Western Reserve University, 1995, 1997, 1998, 1999
OCLC Spotlight Award – Change Process and Change Management, 2014
OCLC Spotlight Award – Release Process and Release Management, 2016
Theta Chi – David E. Devol Award for Exemplary Service, 2017

PUBLICATIONS

PalmOS Development Under Linux, The Linux Gazette, February 2001

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 – Secretary 1995-1997, President 1997-1998, chapter adviser at OSU 2016-present
- 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>