

Professional Summary

Infrastructure Specialist with extensive experience delivering enterprise-scale IT strategy, cloud modernization, and operational excellence. Equally effective in executive strategy, hands-on engineering, and client engagement—bridging technical expertise with business outcomes. Proven record leading global teams, automating operations, and implementing secure, high-performance systems that improve efficiency and reduce cost.

Core Competencies

- **Strategic IT Leadership & Governance:** Roadmap planning, budgeting, vendor management, and ITSM process maturity
- **Cloud & Infrastructure Engineering:** AWS, Azure, O365, Windows, networking, DR, and hybrid architecture design
- **Service Reliability & Problem Management:** RCA ownership, KPI/SLA governance, incident lifecycle, and continual improvement
- **Automation & Emerging AI Solutions:** IT process automation, workflow orchestration, and practical use of Generative AI tools (custom GPTs) to enhance efficiency and service delivery.
- **Team & Program Leadership:** Directing cross-functional, global engineering teams (onshore/offshore) and mentoring high-performing talent
- **Service Delivery Excellence:** Capacity planning, service transition, vendor oversight, and user experience enhancement aligned with business outcomes
- **Sales Engineering:** Conducted network assessments and supported business development efforts as a Sales Engineer, bridging technical expertise with client engagement.

Experience

Large MSP

– October 2022-Present

Practice Director – Enterprise Technologies

- Lead Problem Management for HAEA as the primary RCA owner, authoring and presenting executive-ready analyses while guiding corrective action plans.
- Collaborate with onshore and offshore Level-3 engineering teams to diagnose and resolve complex infrastructure incidents, ensuring SLA/KPI compliance.
- Run daily technical and RCA meetings and deliver weekly performance metrics, driving continuous improvement across global operations.

Pharmaceuticals – January 2022-October 2022

Senior Manager Infrastructure & Cloud

- Directed IT Infrastructure operations, aligning technology support with business goals.
- Automated cloud workflows (AWS & O365), reducing operational costs.
- Managed vendor contracts, ensuring high service standards.

Large MSP – September 2015-December 2021

Technology Manager (vCIO)

- Led as both IT Director and Level-3 Engineer for multiple clients, overseeing infrastructure design, project delivery, and service operations.
- Developed IT roadmaps and budgets, improving scalability, reliability, and cloud adoption (AWS, Azure, O365).
- Conducted network assessments, presented modernization strategies, and partnered with Sales as a technical advisor during business development engagements.

Small **(MSP)** – September 2006-September 2015

Managing Consultant & Cloud Operations Manager

- Managed end-to-end delivery of AWS cloud infrastructure projects, ensuring system stability and high availability across client environments.
- Balanced roles as IT Manager, Senior Engineer, and Sales Engineer—leading client engagements from assessment through solution design and implementation.
- Directed support operations, providing executive-level guidance to client IT leadership while resolving critical infrastructure escalations.

Large **(MSP)** – August 2003-September 2006

Managing Consultant

- Directed infrastructure modernization projects for SMB clients across Southern California, delivering tailored solutions aligned with business needs.
- Performed network and system assessments, proposed technical solutions, and collaborated with sales teams to secure new client opportunities.
- Served as the primary escalation point for complex network and server issues, ensuring high client satisfaction and minimal downtime.

Print Company

Senior Network Specialist

- Managed global Windows server infrastructure across Irvine, Holland & Singapore offices.

IT Company

Microsoft Certified Trainer & Network Administrator

Consulting Firm

Environmental Consultant & Network Administrator

IT Certifications

AWS Cloud Solutions Architect | MCSA Azure Cloud | Microsoft 365 Enterprise Admin Expert |
Microsoft Certified Systems Engineer (NT4 - 2016) | Veeam Certified Engineer (VMCE 9.5) | Cisco
Certified Network Associate (CCNA-expired)

Education

Master of Science (M.S.), Environmental Science

California State University Fullerton

Bachelor of Arts (B.A.), Business Administration (Finance)

University of San Diego