





Vernon Young

IT Leadership & Cloud Engineering

SUMMARY

Dynamic IT leader with 20+ years driving digital transformations and cloud engineering for global enterprises. Expert in architecting Azure/AWS solutions, implementing DevOps automation, and deploying comprehensive cybersecurity frameworks. Proven ITIL-aligned Service Delivery Management track record reducing operational costs 30%, achieving 99.99% uptime, and delivering strategic outcomes through AI, ML, and emerging technologies.

CONTACT INFO

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EDUCATION

DeVry University | 2004
Information Systems & Technology | *Chicago, IL*
Completed coursework in software development, Windows/Linux OS, network administration, database/mail systems, and IT project management.

City Colleges of Chicago | 2008
Media Communications | *Chicago, IL*
Completed coursework in media development, marketing, station management, engineering, and project budgeting/financing.

Directions Training | 2008
MCITP, CCNA, & VCA Training | *Chicago, IL*
Completed intensive programs in AD, network administration, and virtualization. Gained expertise in routing/switching, VLANs, and IPv4/IPv6 subnetting.

CERTIFICATIONS

Coursera
Front-End Web UI Frameworks and Tools (React) | 2017
HTML, CSS and JavaScript, NodeJS | 2017

Edx.org
CYBER501x: Cybersecurity Fundamentals | 2017
CYBER502x: Computer Forensics | 2017

PLATFORMS & SKILLS

- Strategic Management**
 - Global Team Lead (50+)
 - Strategic IT Roadmaps
 - SLA & OLA Governance
 - FinOps & Cost Control
 - Vendor & Contract Relations
- Project Operations**
 - Agile & Scrum Methodology
 - Change Advisory Board
 - Disaster Recovery
 - Business Continuity
 - ITSM / ServiceNow
 - Incident Management
- Cloud & Virtualization**
 - Microsoft Azure
 - Amazon Web Services
 - Kubernetes & Docker
 - VMware ESXi & vCenter
 - Hybrid Cloud Architecture
- Infrastructure & Identity**
 - Microsoft Entra ID
 - Active Directory & GPO
 - Windows & Linux Server
 - Exchange & Office 365
 - Azure AD Connect
 - Storage Area Networks
- Network Security**
 - Zero Trust Security
 - Firewall Admin
 - VPN & SD-WAN
 - NIST & SOC2 Compliance
 - Intrusion Prevention
- Automation & DevOps**
 - Infrastructure as Code
 - Terraform
 - PowerShell & Bash
 - CI/CD (GitHub/Jenkins)
 - GitHub Actions
 - REST API & Integrations
- Data Analytics**
 - Azure Synapse
 - Power BI Data Visualization
 - SQL & Cosmos DB
 - AI & ML Integration
 - Data Factory & ETL
- Specialties**
 - Federal Security Clearance
 - Computer Forensics
 - Python & Node.js Dev
 - SharePoint Development
 - Technical Writing & KBs



PROFESSIONAL EXPERIENCE

Aerea Co.

IT Service Delivery Manager (SDM)

May 2019 – Current
Chicago, IL

- **Strategic Global Leadership:** Directed a multi-site team of 50+ IT professionals in a 24x7 environment, ensuring **operational excellence** and **mentorship** for staff while maintaining **90%+ Stakeholder Satisfaction** and high availability for 1,000+ users globally. Led cloud migrations, reducing 25% of cost while improving scalability and flexibility.
- **Infrastructure & SLA Governance:** Engineered high-availability Azure environments (99.99% uptime) while aligning service delivery and **Continual Service Improvement (CSI)** with **stakeholder needs** via rigorous **SLA/OLA governance** and FinOps. Scaled enterprise collaboration using SharePoint/Nintex to **optimize workflows**.
- **Cloud Transformation & Migration:** Executed end-to-end migration of 100+ legacy workloads to Azure, achieving a **30% reduction in operational costs** with zero data loss and minimal business disruption. Implemented secure Windows Server and Active Directory configurations, reducing security incidents by 35% and ensuring compliance
- **Agile Operations & Automation:** Accelerated enhanced Customer Experience (CX) and delivery velocity by standardizing CI/CD pipelines and **Infrastructure as Code (IaC)** using Bicep and Terraform to ensure consistency and scalability.
- **Security & Compliance Mastery:** Spearheaded a **Zero Trust framework** and resilient DR strategies, reducing security incidents by 40% and ensuring full regulatory compliance for high-stakes financial services clients.
- **Business Intelligence & Innovation:** Leveraged Azure Synapse and AI/ML to transform data into real-time insights, reducing executive reporting times to minutes and driving **20% cost savings** through strategic vendor negotiation.

Ford Motor Company

Lead Plant IT Engineer

Sep 2017 – Oct 2019
Chicago, IL

- **Operational Excellence:** Managed end-to-end IT team and infrastructure operations for an automotive manufacturing plant, resolving 15–30 daily incidents for 1,000+ users across 10+ locations.
- **Strategic Cloud Migration:** Led a high-impact transition to Azure and AWS, achieving a 25% reduction in operational costs while significantly improving enterprise scalability and flexibility.
- **Network Optimization:** Enhanced global network performance by 20% through the strategic optimization of Cisco routers, switches, firewalls, and wireless infrastructure.
- **Digital Workplace Transformation:** Developed enterprise SharePoint collaboration portals using SPFx and Nintex Workflows, streamlining nationwide information sharing and business processes.
- **DevOps & Automation:** Built robust automated deployment pipelines using Jenkins and Ansible, reducing deployment errors by 60% and ensuring high levels of infrastructure consistency.

U.S. Department of Veterans Affairs (via ASM Research)

Systems Security Analyst

Jun 2015 – Jun 2017
Chicago, IL

- **Security & Compliance Governance:** Mitigated critical security risks across a regional network infrastructure supporting 1,000+ users at 50+ national locations while maintaining a Federal Security Clearance.
- **Automated Endpoint Management:** Deployed SCCM and PowerShell automation for patch management across 1,000+ endpoints, achieving a 95% compliance rate and hardening the enterprise perimeter.
- **Hybrid Identity Architecture:** Managed Active Directory, GPOs, and hybrid identity pilots via Azure AD/SSO, successfully automating complex account provisioning workflows to enhance security and user experience
- **Standardized Compliance Solutions:** Administered SharePoint environments integrated with Nintex workflows for compliance tracking, ensuring standardized data repositories and audit readiness across all regions.
- **Incident Response & Efficiency:** Led comprehensive root cause analysis for security incidents and authored 50+ PowerShell scripts, reducing manual operational effort by 40% through proactive automation.

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Hyatt Corporation (via Paradigm Technology)

Communication Systems Security Analyst

Nov 2014 – Feb 2015

Chicago, IL

- **Enterprise Messaging Governance:** Maintained mission-critical Microsoft Exchange and Lync infrastructure across 1,000+ international locations for 10,000+ global users.
- **Process Automation:** Built 30+ custom PowerShell tools for mailbox management, reducing manual errors 40%.
- **Identity Management:** Administered Active Directory and Group Policy optimizations with hybrid cloud SSO planning.
- **Knowledge Management:** Authored 25+ KB articles improving support consistency and reducing escalation volume.

Career Builder, LLC.

Help Desk Supervisor

Feb 2014 – Nov 2014

Chicago, IL

- **Team Leadership:** Led 12 L3 technicians in Chicago and Norcross for 5,000+ users at 20+ locations, achieving 95% SLA compliance.
- **Escalation Control:** Managed high-level AD, Exchange, and VM troubleshooting, cutting escalation volume 30%.
- **Service Efficiency:** Streamlined procedures, reducing ticket resolution time 15% and boosting efficiency 20%.
- **Staff Retention:** Recruited and onboarded 10+ technicians, reducing turnover 15% through structured development.

Amerihub Technologies Inc.

Systems & Network Administrator

May 2013 – Mar 2014

Chicago, IL

- **Multi-Client Support:** Delivered full-stack IT support to 30+ SMB clients, resolving 20–30 daily incidents for 500+ users.
- **Cloud Infrastructure:** Migrated multiple client environments to Azure and AWS, provisioning VMs and configuring cloud DNS, load balancing, and remote backups.
- **Systems Architecture:** Deployed SharePoint Online and On-Prem instances with tailored workflows while developing custom ERP and database integrations.
- **Security Hardening:** Implemented network strategies with endpoint hardening, reducing security incidents 40%.

Advanced Technology Services, Inc.

Systems Support Technician Level II

Mar 2012 – May 2013

Schaumburg, IL

- **Escalated Technical Support:** Provided Level II+ support across 5 enterprise clients, resolving 30–40 complex escalated issues daily for 1,000+ users across 100+ national locations.
- **Virtualization & Cloud:** Supported VMware and Office 365 environments, and policy management.
- **Identity & Directory Services:** Administered Active Directory users, groups, and GPOs while actively driving hybrid identity workflows using Azure AD Connect to sync on-premises and cloud resources.
- **Operational Training:** Trained 15+ new hires on help desk processes and PowerShell, improving resolution speed 30%.

Walgreens Company

Help Desk Support Technician

Nov 2011 – Feb 2012

Lincolnshire, IL

- **Frontline Enterprise Support:** Delivered high-volume technical support for a massive user base of 15,000+, resolving 30–40 daily incidents across Office 365, domain environments, and proprietary business applications.
- **Resolution Efficiency:** Achieved 85% first-call resolution through efficient triage, reducing follow-up support needs.
- **Messaging & Collaboration:** Provided support for Lotus Notes and SharePoint across various departments.
- **Documentation & Knowledge:** Authored technical guides and entries for repetitive tasks, streamlining peer resolution.