

Ning

Palo Alto, CA

July 2008 – June 2009

Technical Program Manager - Operations

- Responsible for requirement gathering, planning and execution of all operations and production related projects and deployments.
- Implemented production release change management process that included new workflow management, release and deployment planning and documentation.
- Maintain the overall view of Operations projects and priorities, and concurrently managed up to 25 active projects as well as responsible for day-to-day operations management for the Systems, Network Administration and DBA teams.
- Planned, coordinated and executed the company's new data center build-out and migration from existing location that supported R&D and QA environments. In addition, completed production site expansion from procurement, deployment, to implementation of Ning's SAN and database infrastructure.
- Vendor management and contract negotiations that included data center footprint requirements and leasing.. In addition, responsible for planning all vendor implementation and maintenances within production and QA data centers.
- Spearheaded capacity planning and management initiative to provide visibility in to infrastructure utilization, and improve scalability. This resulted in a 25% reduction of hardware, power and space usage.
- Implemented project workflows and incorporated the use of ticketing system which resulted in better turnaround time, visibility and reporting for the operations and production related projects.
- Created a weekly reporting suite on Operations performance, including metrics around alert response, uptime, and server performance. The on-going analysis enabled Ning to reduce the number of alerts generated out to the team by 50% by adding additional logic to the monitoring systems.
- Owner of Operations and Production ticketing queue that includes assignment, prioritization, bug scrubs, ticket workflows and created a ticket turnover performance metrics.

Clearwire

Seattle, WA

May 2007 – July 2008

Technical Program Manager - IT & Operations

- Responsible for supporting the development and improvement of Clearwire's Information Technology systems including but not limited to its customer care, financial, and billing systems.
- Responsible for design, development and launch of new programs and external integrations projects.
- Architected the migration strategy, and managed the migration of nearly 370,000 Clearwire customer emails on to external platform in multiple phases.
- Worked with internal and external business customers to gather, review, and validate new business requirements, and development of technical designs and implementation strategies.
- Developed processes and procedures to ensure smooth management of new software releases.
- Defined and directed project goals, objectives, critical success factors, milestones, and risks.
- Manage large scale systems development and implementation across UNIX based servers, relational databases, and external partner integration.
- Worked as a primary contact for business customers, including Marketing, Customer Care and Business Development for IT related projects and reporting.
- Responsible for weekly bug fix releases, which included, prioritization, scheduling, and management of the cycle from development, QA, to production release. Created and maintained weekly software release metrics. Hired, trained, and managed a Production Release Manager.

Bluemountain.com & Starfall.com San Diego, CA

May 1999 – May 2007

Unix Systems Administrator - Technical Project Manager

- Managed server installations from 12 servers to over 1000 Unix based web, mail and file servers across multiple data centers.

- Worked with operations and engineering staff on identifying Bluemountain's data center requirements on network needs, power calculation, distribution and strategic geographical presence for a top ten internet destination.
- Collaborated with the Web Development and Engineering teams on identifying the need, objectives and goals of designing an intelligent content distribution system. Managed the development of the application.
- Oversaw Bluemountain's transition from free site to subscription based model. This included collaboration with multiple departments on all phases of front and back-end development, and system architecture to ensure timely and successful accomplishments of milestones.
- Hands-on administration on all Unix based web, mail, file servers and NetApp filers.
- Teamed with operations to design network and systems monitoring programs for disk space, memory and mail queue management that allowed 24x7 monitoring and alert via paging and email, and with combination of careful system and network administration and resilient architecture design which resulted a 100% uptime.
- Managed Bluemountain's sister company Starfall.com China data center build-out. Evaluated facility and network providers, in addition to supplemental vendors. Coordinated communications and logistics between USA and China based teams.

AT&T CERFnet San Diego, CA

Feb 1997 – May 1999

Technical Account Manager

- Managed customer solution implementation life cycle from pre-sales support to implementation management of customer infrastructure.
- Teamed up with Global Sales Organization in reviewing and responding to RFPs, as well as provided technical expertise on server deployments, and network solutions.
- Created Statement of Work (SOW) reports, and coordinated each departments review and approval of new customer design and implementation.
- Managed day-to-day operational issues of complex and custom dedicate web hosting solutions for clients such as Intel, Net Radio, and American Express.
- Managed Sony Online Entertainment's large scale build out at AT&T's San Diego data center.
- Acted as the primary liaison between customers, and engineering and operations.

Education

San Diego State University

Bachelor of Science in Business Administration

Emphasis: Information Systems.

References

Available upon request.