

Frank K. Contreras

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PROFILE SUMMARY

Talented information systems architect **experienced in designing solutions** that align with and supports business goals and objectives. Seasoned and experienced technology integrator, extensive hands-on experience with deployment of Intel-based servers in large data center environments. An avid technology enthusiast, keeping current with trends and best practices. A dynamic leader possessing **exceptional analytical, organizational and interpersonal skills**. Contagiously enthusiastic and effective in a team approach to ensure goals are achieved. **Insightful**, with a consultative style approach, able to **understand the customer's business needs** and **communicate effectively** to determine goals, objectives and success criteria. Able to maintain client trust, loyalty, and confidence with high-quality customer service. **Over 15 years of experience in working in/with companies operating large, enterprise class data centers.**

EDUCATION AND CERTIFICATIONS

Bachelor of Science in Technical Management: Computer Information Systems
August 2010, DeVry University (Chicago)

Certified Information Systems Security Professional, **CISSP**

Microsoft Certified IT Professional: Enterprise Administrator, **MCITP**, (2008)

Microsoft Certified Systems Engineer, **MCSE, MCSE+I** (NT, 2000, 2003)

ITIL Foundations v3

CompTIA A+, **Network+** and **Security+**

EXPERIENCE

Aprimo/Teradata,

Title: **System Architecture Technical Practice Lead**

October 2011 – March 2016

- ♦ Leadership for the System Architecture Practice, consisting of six Consulting Architects.
- ♦ Member of Level 3 technical support team focusing on infrastructure related issues.
- ♦ Coordination with internal and external resources, nationally and internationally from remote virtual office in Greater Milwaukee area.
- ♦ Guided strategic development of the System Architecture Practice as well as cast vision and direction to stay relevant and current with latest technologies and business trends.
- ♦ Scheduling and assigning resources to projects and customer issue resolution.
- ♦ Create project scopes and estimates for statements of work.
- ♦ Create system architecture documentation to deploy solutions in unique customer environments. Communicate technical requirements to customer's IT.
- ♦ Translate requirements and produce capacity planning documentation.
- ♦ Create solutions that can comply with governance and constraints of security policies within various industry verticals: Healthcare, Government, Financial, Retail, etc.
- ♦ Create client facing documents and presentations, conduct calls and remote sessions.
- ♦ Perform new installations, upgrades, and troubleshooting of customer on-premise systems.

- ♦ Engage client technical staff and architects to ensure proper client-side infrastructure to support requirements.
- ♦ Provided enablement training to equip startups in new international markets.
- ♦ Engaged Account Executives to examine details of the sales cycle and identify opportunities for streamlining the delivery of proposals and estimates.
- ♦ Pre-sales: Demonstrations, requirements gathering, acquire buy-in from technical stakeholders, assists Account Executives in closing.
- ♦ Able to address highly technical challenges and objections with customer technical resources; Network, Server, Database, Storage, Security.
- ♦ Able to communicate complex technical challenges to all levels of management. Communicate effectively to deeply understand business drivers and challenges and translate them into technical requirements, Statements of Work, well-defined deliverables, etc.
- ♦ Manage customer escalations and account recovery efforts. Provide coordination and communicate criticality of issues to help drive priorities throughout various support departments.
- ♦ Can sniff out the level of maturity in customer's technical ability to execute on projects. Limit risk to Teradata and transfer risk to the customer as appropriate. Help protect and maintain profit margins.
- ♦ Provide oversight on multiple upgrades and implementation projects. Identify issues with impacts on multiple customers and help proactively mitigate and minimize impacts.
- ♦ Develop strong partner relationships with customers. Earn trust and influence decisions.
- ♦ Identify opportunities to increase efficiencies, improve customer experience by identifying business process challenges around various aspects of operations. Make recommendations to change policies and processes. Drive change and inter-departmental collaboration for improvements.

Core Business Technology Solutions (CoreBTS), Consultant

Title: **Consulting Engineer**

February 2010 – October 2011

- ♦ Provide comprehensive technology solutions to various companies
- ♦ Leadership for technicians and engineers when implementing solutions
- ♦ Provide training and mentoring to technology staff in:
 - Operation and maintenance of systems
 - Adopting and maturing Change Management and Change Control processes
- ♦ Support and guidance when combining information systems in business acquisitions
- ♦ Provide security best practices guidance with system implementations: Data Loss Prevention of Intellectual Property, application, and systems configuration to comply with Security Policies, process management, and improvement efforts.
- ♦ Symantec/Altiris and Microsoft solutions, design implementation and training.

Midwest/Frontier/Republic Airlines

Title: Consultant

June 2010 – March 2011

- ♦ Systems integration and conversion in a mergers and acquisition scenario
- ♦ Installed and administrated VMware environment; Fault tolerance, load balancing, high availability, performance optimization, vSphere administration
- ♦ Upgraded VMware hosts from ESX 3.5 to ESXi 4.1
- ♦ Maintained Dell MD3000i shared storage for VMware environment
- ♦ Used automation in the gathering of asset and infrastructure data to migrate infrastructure to corporate standards
- ♦ Provided VMware requirements to consolidate systems resulting in more than 50% reduction of physical servers.
- ♦ Leveraged network design experience for optimal VMware implementation.
- ♦ Project Management: Using MS Project, created a project plan to track activity around integration and consolidation efforts. Translated asset and infrastructure data into project requirements. The project was completed on schedule.

MicroTrain Technical Training Facility (Chicago, Deerfield, and Lombard, IL)

Title: **Instructor**

September 2003 – October 2010

- ♦ Instructor for certification courses; Microsoft and CompTIA

GE Healthcare, Consultant

Title: **Systems Integration Senior Specialist**

May 2009 – February 2010

- ♦ Develop and implement automation and deployment of Windows 2003/2008 servers.
- ♦ Windows 2000 to 2003 upgrades and physical to virtual (P2V) consolidation
- ♦ Windows bare metal deployment automation
- ♦ Compliance documentation and procedures
- ♦ Provide project status and score cards to senior management
- ♦ Tech talks and training for technical staff

Arlington Computer Products, Consultant

Title: **Senior Systems Engineer**

September 2007 – April 2009

- ♦ Statement of Work creation, project scoping, requirements gathering
- ♦ Provide technical expertise to a wide variety of companies; SMB to Fortune 500 companies
- ♦ VMware and Windows architecture design and implementation
- ♦ Data Center/IT infrastructure and systems design and integration
- ♦ Altiris Consultant – Product architecture and infrastructure design, implementation, instructor/trainer, IT lifecycle automation: Asset Management, Configuration Management, Standards and license compliance, Disaster recovery solutions
- ♦ Data networking generalist; Cisco solutions

Blue Cross/Blue Shield of Illinois, Midrange Integrated Systems Team

Title: **Senior Technical Specialist – Network Services**

July 2004 – September 2007

- ♦ Windows security standards and best practices for Sarbanes-Oxley and HIPAA compliance
- ♦ Develop and architect Windows-centric solutions
- ♦ Performed server automation and administration
- ♦ Engineered disaster recovery solution of production systems to warm-site facility - 100% recovery of all Windows servers
- ♦ Server hardware refresh and upgrades projects
- ♦ Server capacity planning and monitoring
- ♦ Fault isolation in complex distributed environments

Aon, Intel Application Hosting - Integration

Consultant

April 2004 – July 2004

- ♦ Project management
- ♦ Daily support and operations of data center and back-end server systems
- ♦ Server Imaging and disaster recovery
- ♦ Participated in Sarbanes-Oxley audit

Allstate, Windows Server Solutions

Consultant

June 2003 – April 2004

- ♦ Systems Architect for high-availability Web applications
- ♦ Project management – Provisioning resources for application support
- ♦ Server hardware engineering and design to meet application performance requirements
- ♦ Administration of Windows Server Environment (2000+ servers)

Baker & McKenzie, International Executive Offices

Title: **Senior Systems Administrator**

October 2001 – April 2003

- ♦ Manage all aspects of daily operations in the Global Data Center, consisting of 120+ servers
- ♦ Project Lead providing test and delivery of development and production systems
- ♦ Manage vendors on projects and purchases

Abbott Laboratories, Diagnostics Division

Consultant

February 2001 – October 2001

- ♦ Level III server support for Abbott Laboratories, Diagnostics Division
- ♦ Perform application testing and validation of production systems to ensure compliance with FDA regulations
- ♦ Support of production environment consisting 150+ servers

United States Navy, Electronics Technician First Class

Title: **Local Area Network Manager**

December 1996 – December 2000

- ♦ Managed eight direct reports in all aspects of network and desktop support
- ♦ Technical support of server systems and infrastructure
- ♦ Train and manage technicians in desktop and network support
- ♦ Trainer, curriculum development, and maintenance

TECHNICAL SUMMARY AND ADDITIONAL EXPERIENCE

Hardware: Various Compaq (HP) ProLiant, IBM Servers, Dell servers - PowerEdge; Compaq and Dell SAN; Compaq RILO, ILO, and Dell DRAC; Cisco switches, Routers, Firewalls, Load Balancers.

Software and Utilities: SimpleSAMIPHP, Microsoft Visio, Microsoft Project, Word, PowerPoint, Excel, Access, Outlook; Microsoft SQL server, SQL Queries and reporting, Compaq HP Systems Insight Manager (SIM), Symantec Endpoint Protection, Symantec Endpoint Encryption, Symantec Data Loss Prevention (DLP), Symantec Management Platform, Symantec Workflow, Symantec ServiceDesk, IIS, VB Script, WMI Script, Visual Basic, PXE, DNS, DHCP, TCP/IP, IPv4, etc., **VMware ESX and Workstation virtualization, Microsoft Hyper-V virtualization, Citrix XenServer virtualization.**

Additional Training and Experience: CISSP, Microsoft Operations Framework (MOF), ITIL v3, Supporting Microsoft Cluster Server; Windows Troubleshooting, Internetworking with Microsoft TCP/IP, Project Management, Military Leadership, Franklin Covey Seven Habits of Highly Effective People, team building, and management, Instructor/Public speaking and curriculum development

Familiar with/Understanding of: Formal Project Management, Software Development Lifecycles (SDLC), Governance impacts on business (Sarbanes-Oxley, HIPAA, PCI, FDA), Military and high-security cultures, Total Quality Management/Process improvement