

# 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, communicates effectively** to define goals, objectives and success criteria. Confident and comfortable public speaking addressing either small or large audiences. Maintains 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 as well as the SMB and everything in between.**

## EDUCATION AND CERTIFICATIONS

**Bachelor of Science in Technical Management:** Computer Information Systems

August 2010, DeVry University (Chicago)

Certified Information Systems Security Professional, **CISSP** (current since 2011)

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+

CCNA, CCDA, Express Foundation Design Specialist (all expired)

## EXPERIENCE

### **eImprovement.com, LLC**

Title: **Systems Administrator**

July 2016 – Present

- Report to the CEO and consult on the management and development of processes and policies to support operations with information systems.
- Provide management and support of systems for call center, warehouse, showroom, and e-commerce operations (eFaucets.com) across locations in Wisconsin, Colorado and Pennsylvania.
- Responsible for engineering, integrating and maintaining systems infrastructure; Networking, security, servers, storage, VoIP, email, Office 365, Active Directory, virtualization, imaging, etc.
- Collaborate with internal developers and cloud hosting in implementing hybrid solutions.
- Consult on information security; policy, deploying technical controls. Analyze information security systems and applications. Recommend and develop security measures to protect against data compromise or loss. Disaster recovery planning.
- Develop automation to reduce administrative overhead.
- Implemented and supporting Cisco-Meraki WAN, LAN, Firewall, IDS/IPS, VPN, VLAN, switching, routing, traffic shaping, Enterprise Wi-Fi Web content filtering, troubleshooting

## **Impact Networking, LLC**

Title: **vCIO**

March 2016 – June 2016

- Consulted as a virtual CIO to SMB executives and business owners in the greater Milwaukee – Madison territory.
- Assisted sales teams to properly qualify prospects and identify viability of opportunities.
- Attended sales meetings to close prospects on managed services and technical services.
- Provided thought leadership and customer education during the consultative sales cycle.
- Delivered proposals, addressed objections, educated, and showed value of services to prospects using PowerPoint presentations, conference calls and screen sharing tools.
- Formulated strategic goals, IT budget planning, develop technical road maps, analyze and rework business processes and facilitated changes in technology.
- Teamed with account managers to perform periodic account review and reporting to prove value of services and maintain customer confidence and relationship.
- Developed information systems disaster recovery planning and systems integration for schools, municipalities, manufacturing, and other industry verticals.
- Provided project management and oversight of technical resources in delivering technical solutions and managed services.

## **Aprimo**

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, providing global support 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.
- ♦ Provided thought leadership to assist Account Executives to upsell features and upgrades.
- ♦ Created project scopes and estimates for statements of work.
- ♦ Documented system architecture to deploy solutions in unique customer environments.
- ♦ Created solutions that complied with governance and constraints of security policies within various industry verticals: Healthcare, Government, Financial, Retail, etc.
- ♦ Performed new installations, upgrades, and troubleshooting of customer on-premise systems.
- ♦ Provided enablement and technical training to equip startups in new international markets.
- ♦ Created client facing documents and presentations, conducted calls and remote sessions.
- ♦ Hands-on development of POCs and technical demonstrations.
- ♦ Engaged Account Executives to examine details of the sales cycle and identify opportunities for streamlining the delivery of proposals and estimates.
- ♦ Pre-sales support: Worked closely with sales and executive teams on demonstrations, requirements gathering, acquired buy-in from technical stakeholders, assisted Account Executives in closing.
- ♦ Able to address highly technical challenges and objections with customer technical resources; Network, Server, Database, Storage, Security.
- ♦ Developed technical requirements through interviews with the customer key stake holders and IT. Able to communicate complex technical challenges to all levels of management. Communicated effectively to deeply understand business drivers and challenges and translate them into technical requirements, Statements of Work, well-defined deliverables, including capacity planning and architecture.
- ♦ Manage customer escalations and account recovery efforts. Provided coordination and communicated criticality of issues to help drive priorities throughout various support departments.
- ♦ “Sniffed out” the level of maturity in customer’s technical ability to execute on projects. Limited risk to Aprimo and transferred risk to the customer as appropriate. Helped to protect and maintain profit margins.

- ♦ Provided oversight on multiple upgrades and implementation projects. Identified issues with impacts on multiple customers and helped proactively mitigate and minimize impacts.
- ♦ Developed strong partner relationships with customers. Earned trust and influenced decisions.
- ♦ Identified opportunities to increase efficiencies, improve customer experience by mitigating business process challenges around various aspects of operations. Made recommendations to change policies and processes. Drove change and inter-departmental collaboration for improvements.
- ♦ Developed POC, support documentation, and video training for integration of Aprimo with SAML using Shibboleth OpenSAML / SimpleSamlPHP on Windows. Addressed PKI and aspects of Windows Federation.
- ♦ Developed POC, support documentation to deploy HAProxy to meet Aprimo load balancer requirements.

### **Core Business Technology Solutions (CoreBTS), Consultant**

#### **Title: Consulting Engineer**

February 2010 – October 2011

- ♦ Provided comprehensive technology solutions to various SMB and fortune 1000 companies
- ♦ Functioned as leadership for technicians and engineers when implementing solutions
- ♦ **Provided training (knowledge transfer)** and mentoring to technology staff in:
  - Operation and maintenance of systems
  - Adopting and maturing Change Management and Change Control processes
- ♦ Guided the combining of information systems in business acquisitions
- ♦ Provided security best practices guidance with system implementations: Data Loss Prevention of Intellectual Property, application, and systems configuration to comply with Security Policies, process management.
- ♦ Provided Symantec/Altiris and Microsoft solutions, design implementation and training.
- ♦ Leveraged network design experience for VMware network best practices.
- ♦ Project Management: Used MS Project, to create 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

- ♦ Developed and implemented automation and deployment of Windows 2003/2008 servers.
- ♦ Windows 2000 to 2003 upgrades and physical to virtual (P2V) consolidation
- ♦ Windows bare metal deployment automation; scripting, imaging, PXE and related protocols.
- ♦ Compliance documentation and procedures
- ♦ Gave tech talks and training to technical teams

### **Arlington Computer Products, Consultant**

#### **Title: Senior Systems Engineer**

September 2007 – April 2009

- ♦ Provided technical expertise to a wide variety of companies; SMB to Fortune 500
- ♦ SME on VMware and Windows architecture design and implementation
- ♦ SME on Data Center/IT infrastructure and systems design and integration
- ♦ Altiris Consultant: SME on 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

- ♦ Updated Windows security standards and best practices for Sarbanes-Oxley and HIPAA compliance
- ♦ Developed Windows-centric back-end solutions and performed server automation
- ♦ Engineered disaster recovery solution of production systems to warm-site facility - 100% recovery of all Windows servers
- ♦ Server capacity planning and monitoring
- ♦ Network/server fault isolation in complex distributed environments

**Aon**, Intel Application Hosting - Integration

**Consultant**

April 2004 – July 2004

- ♦ Provided support of data center and back-end server systems
- ♦ 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

- ♦ Managed 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
- ♦ Managed vendors on projects and purchases

**Abbott Laboratories**, Diagnostics Division

**Consultant**

February 2001 – October 2001

- ♦ Level III server support for Abbott Laboratories, Diagnostics Division
- ♦ Performed validation of production systems to ensure compliance with FDA regulations
- ♦ Supported production environment consisting 150+ servers

**United States Navy**, Electronics Technician First Class

Title: **Local Area Network Manager**

December 1996 – December 2000

- ♦ Managed eight person help-desk team in all aspects of network and desktop support
- ♦ Trained and managed technicians in desktop and network support
- ♦ Formal instructor training, curriculum development, public speaking

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: SimpleSamI PHP, 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, Networking 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