

Profile

- 20+ years experience in IT and business process improvement. 15+ years experience managing IT infrastructure projects. 12+ years experience in management.
 - PMI certified PMP with experience managing concurrent, complex projects, with globally dispersed teams.
 - A solid technical background in system administration and software development.
 - Proven ability to work collaboratively in a team environment or independently/remotely.
 - Experienced with organizational growth, from IPO of 200 employees to 7000 employees, worldwide.
 - Organized, highly motivated, goal driven, and a detail-directed problem solver.
 - Proven ability to work in unison, and effectively communicate, with staff, peers, and executives.
 - Leads by example and not afraid to get hands dirty to get the job done.
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Relevant Experience & Accomplishments**Project Management**

- Successfully managed large scale projects, through full project life-cycle, spanning multiple disciplines with durations of up to two years. These have included application roll-outs, server deployments, storage system upgrades, VOIP telephony and LAN/WAN deployments, campus relocations, acquisition integrations, etc.
- Often brought into at-risk projects to get them back on track.
- Successfully applied a variety of methodologies and tools, including MS Project, Visio, and Excel.

IT Governance

- Developed Change Management policies and procedures. Served on change review boards and participated in the change request process.
- Monitored vendor’s services for compliance with internal controls and quality standards.
- Assisted in the development of Sarbanes-Oxley compliance processes. Participated in related data collection and reporting process. Occasionally attended SOX review board meetings.

Acquisition/Integration

- Responsible for multiple business unit integration, campus consolidation, and relocation projects that required new build-outs, datacenter and computer lab construction. In one project, reduced the number of R&D labs from eight to two, saving millions in real-estate costs.

Data Center Management

- Designed and supported several 24/7 data centers and large computer lab environments. Responsible for all phases of build-outs. Developed change management and security policies.
- Led several expansion and consolidation projects.

Virtualization

- Led regional efforts of a global roll-out of virtualization technologies that included over 2400 virtual machines, with an estimated savings of over \$24 million over a three year period.
- Utilized Enterprise products, including VMware ESX Server with Virtual Infrastructure and SAN.

Management/Supervision

- Led organizational growth from a single contributor to a total of 3 teams with 22 contributors and 2 managers in multiple regions of the US.
- Achieved lowest level of attrition, with highest morale, of all IT-related teams for multiple years.
- Successfully met all hiring goals and trained, supervised, and evaluated staff.

BSM/ITIL/SLAs

- Managed multiple deployments and consolidations of Remedy ITSM suite. Defined processes to support an ITIL-driven implementation, designing the workflow for Helpdesk, Asset Management, and Change Management, including CMDB integration, implementing a 24x7 service desk.
- Defining and negotiated SLAs and service metrics. Results included improved compliance to SLAs, and improvements in customer satisfaction. Quoted in a leading industry magazine, as an expert in service metrics.

Infrastructure Architecture

- Designed and built lab infrastructure to support global computer labs, including facility build-outs, infrastructure services. Results included globally improved service reliability, integration of geographically dispersed teams, and reduced support costs.
- Participated in network designs, implementing routers, load balancers, switches, VLANs, etc.

Employment History**Director Information Technology/Program Manager, NCLC, San Jose, CA – 02/09 – Present**

Originally program manager for merger/integration efforts and long-term roadmap programs. Position evolved to include streamlining operational processes and office infrastructure improvements. Currently responsible for all aspects of IT, including managing internet presence, online identity, and social media efforts.

- Fast-tracked the merger and integration of two churches by 50%, completing efforts in only six months.
- Reduced worship material production time from 25+ hours to less than 10 hours.
- Developed budget development process.

Program/Project Manager, Melbourne IT DBS Inc., Mountain View, CA – 08/08 – 02/09

6-month contract, responsible for acquisition integration projects. Managed three office relocation projects, data center relocation, and SaaS application suite migration. Coordinated efforts on the other projects within the program.

- Saved company \$390,000 on office relocation project by finding alternate site, more suited to business requirements, and reducing move-in costs by 84%.
- Hands-on installation and configuration of WAN, LAN, and server hardware to support office build-outs.
- Brought multiple delayed projects back on task saving the company nearly \$500,000 in TSA penalty costs.

Consultant, Self Employed, San Jose, CA – 10/07 – 08/08

As a self employed consultant, provided services for a variety of small businesses. Services included upgrading office infrastructure and computer systems, performing desktop/laptop repairs, server setups, website design and social network integration.

Senior Manager IT, BMC Software Inc., Sunnyvale, CA – 01/05 – 10/07

Responsible for the support of the western region, including multiple offices in California, Utah, and Toronto, Canada. This included both R&D labs and production data center/infrastructure. Responsible for annual budget. Co-project lead for global ITSM application rollout.

- Coordinated regional capital purchases, saving as much as \$70k per quarter, as well as meeting unbudgeted demands, by consolidation into larger servers and re-purposing existing systems.
- Developed Service Desk ticket categorization, assignment workflows, SLAs, and standard metrics.
- Managed regional Windows 2003 migration and system virtualization projects.

Principal Systems Administrator/Project Manager, BMC Software Inc., Sunnyvale, CA – 08/01 – 01/05

Project manager and technical lead for Remedy integration efforts, campus consolidation (requiring new build-outs, datacenter/lab construction, and relocations), and business unit system administration and information security teams. Served as corporate IT security officer responsible for developing data security policies.

- Drove urgent infrastructure de-coupling efforts related to business unit spin-off, including separation of regional data centers, completing efforts in 45 days.
- Led system monitoring and IDS implementation project, resulting in early virus detection and remediation.
- Served on Windows 2000 architecture board, designing the global implementation of Windows 2000 & AD.
- Managed Windows 2000 rollout to North American offices.
- Served as mentor for other team members on technology and career development.

R&D Manager/Project Manager, Remedy Corporation, Mt. View, CA – 01/96 – 08/01

Responsible for strategic vision of the R&D labs and related infrastructure. Led organizational growth from a single individual contributor to an organization of three teams, over 20 direct reports, in multiple regions of North America. Provided system administration & desktop support; software configuration, build and release management; and intranet services. Managed multi-million dollar budget, providing forecasts, and always meeting goals. Designed, built, and supported numerous R&D labs and datacenters.

- Led the development efforts for software defect tracking and asset management applications.
- Managed multiple efforts to implement and upgrade Remedy AR System applications, including HelpDesk.
- Spearheaded the integration of multiple acquisitions into existing infrastructure.
- Streamlined software Build and Release process, including reducing compile times, on multiple platforms, by 96%.
- As a hands-on manager, provided system administration on a variety of UNIX and Microsoft environments.

Education

Relevant Professional Training: Crucial Conversations, Getting Real with Virtual Teams, Corporate and Professional Ethics, RIL Project Management, ITIL Foundations. Currently studying Agile Project Management and ITIL v3.

Computer Science, College of San Mateo & Skyline College

Computer Technology and Repair, Control Data Institute

Recommendations:

“Jay is a “can do” project manager who’s breadth of skills and experience allow him to keep IT projects on target, no matter the obstacles the project faces. Jay communicated well with project members located on 3 different continents. Because of his background, Jay was able to assist technical staff with many “hands on” tasks and he was able to offer good technical observations when problems occurred. It was a pleasure working with Jay. His commitment to getting a project completed within scope and with a good result for all stake holders is refreshing and welcome. I am happy to give Jay an unreserved recommendation for any IT Project Management role.” – IT Architect, Melbourne IT

“I worked with Jay on a large system migration project. Jay has excellent Project Management skills that really helped get this project over the line on time, through demanding conditions and against a tight schedule.” – UNIX Technical Specialist, Melbourne IT

“I would recommend Jay Everson’s professionalism, positive “can do” approach, pragmatism and communication skills to any future employer.” – PMP Project Manager Melbourne IT

“In large complex projects like office and data center relocations, Jay’s flexibility and his ability to keep an eye on both the big picture and the important details were invaluable. He works well with other departments and managers and strives to find the win-win scenario for everyone.” – Lead Platform Systems Administrator, BMC Software