WAYLON ADAMS

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IT INFRASTRUCTURE/OPERATIONS MANAGER

Senior Technical Manager with over 25 years of experience in optimizing IT productivity, enhancing client satisfaction, reducing response times to technical issues, and enabling technical resources to focus on core operations. Highly experienced with geographically and technically diverse technical teams including SysAdmins, software developers, DBA, Storage, and Application Administration.

- Technical Management
- Translator (IT<->Business)
- Client/Vendor Relations
- Project Management
- Remote Management
- Technical Troubleshooting

PROFESSIONAL EXPERIENCE

Sabbatical (Jacksonville, FL)   Sep 2016 – Dec 2018

Ernst & Young (Jacksonville, FL)   May 2014 – Jul 2016

Manager, Technical Architects
As part of EY's acquisition of Five Point, created a practice-wide technical architect team. Established processes and procedures for new team while fostering teamwork between previously independent architects on client projects around the country. Supported dozens of clients across the U.S. in scoping, implementations, and daily operations of mission critical enterprise utility systems including customer care, billing, and meter management. Key Contributions:

- **Primary liaison** between EY's technical teams and client executive and technical resources.
- **Unified a group of individual contributors into a cohesive team**, standardizing processes and knowledge sharing, allowing for development of best practices and ensuring technical coverage across engagements.
- **Reduced delivery time for technical responses by 50%** while providing more consistent and accurate content by standardizing the technical knowledge base.
- **Managed all technical aspects of several multimillion-dollar proposals** including systems sizing, layout and design, needs assessment, and architecture diagrams.

Five Point Partners (Atlanta, GA)   2010 – Jun 2014

IT Infrastructure / Operations Manager
Managed a diverse team of up to 15, including DBAs, system, application, and storage administrators. Working for a boutique managed services and implementation consulting firm, responsibilities included providing day to day enterprise-wide IT operations management for a large utility co-op client as well as a la carte managed services for smaller clients. Directly responsible for leading troubleshooting of escalated incidents as well as monthly reporting on contractual and related SLAs.
Key Contributions:

- **Managed IT operations for client's enterprise**, handling hundreds of AIX and Linux servers, over 250 Oracle and SQL Server databases, virtualization administration for AIX and VMWare, application management, and multiple SAN storage systems, all across multiple data centers.
- **Negotiated statements of work and SLAs** up to several million dollars for multiple clients.
- **Defined Disaster Recovery** scenarios, identified issues in key systems, implemented and verified solutions.
- **Reduced after-hours service calls by over 90%** by resolving long-term technical issues, standardizing processes, improving communications between interconnected teams, and finding solutions to common issues.
- **Reduced system access times from 45 seconds to less than 2 seconds and cutting batch billing down**

from 24 to 4 hours while leading multidisciplinary troubleshooting teams after a major upgrade of the client's customer management and billing system.

- **Final point of escalation for all client technical issues**. Reporting to key client stakeholders at VP level, as well as internal corporate management.

Silverpop (Atlanta, GA)   2006 – 2009

Engineering Services Manager & Release Manager

Hired to support SaaS email marketing firm's rapid growth from startup by creating critical technical teams that enabled departments such as Software Engineering, System Operations, and Customer Support to focus on core operations. Coached, developed and managed up to 15 technical resources across three major teams: Engineering Support, PMO/Project Management, DBA and Linux services. Created and led teams into becoming productive, fully integrated necessities for the company. As rapid growth of startup continued, scoped and pioneered the firm's first comprehensive Release Management strategy.

Key Contributions:

- **Relieved operations from internal infrastructure support,** allowing them to focus on production systems. Additionally, provided database tuning services to operations while adding data modeling and SQL tuning as new services for the development teams.
- **Transferred 95% of all support tasks from developers** to a new hybrid coding / CSR team that handled nearly all issues without needing to escalate, allowing valuable software developers to focus on development.
- **Initiated a PMO blending traditional software project management with Agile/Scrum** methodologies to handle major IT related projects, including a large-scale datacenter move
- **Achieved a 75% reduction in deployment downtime** by developing and implementing the company's first release and deployment management strategy across multiple product lines and several data centers.

Mirant (Atlanta, GA)   1999 – 2006

Development Manager; Technical & Team Lead

Started as a technical / team lead then promoted to manager, leading teams of up to twenty working on software development, implementation, and maintenance of energy market bidding and retail systems. Other roles included first implementation of Sarbanes-Oxley auditing, as well as introducing the internal IT department of the company to formal project management processes and SLAs.

Key Contributions:

- **Led a 20 person team in developing and maintaining system supporting retail power sales** in the emerging Texas energy market. Managing projects and personnel from inception well into operations.
- **Managed the development and support of bidding systems in six energy markets across the US.**
- **Took bidding and logistics systems from "material weakness" to "passing" in under 2 months**, allowing them to pass their initial Sarbanes-Oxley audit.

Experience prior to 1999 available upon request

EDUCATION

University of Alabama at Birmingham   **Birmingham, AL**

Bachelor of Science, Computer Science; Minor in Physics (1990)