## JIM LORENZ jlorenz55@yahoo.com

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# Senior Technical Infrastructure Program/Project Manager

Hands-on senior technical infrastructure Project/Program Manager with 15 + years experience and 5 years at Oracle Corp., managing infrastructure projects focused on large, enterprise/global applications that bring advancement to the company.

**Broad-based experience includes:**

• Server/Network Infrastructure Upgrades • IT Security Projects/Program Management

• Data Center Migrations/Upgrades with DR • Global Systems Integration & Implementations

• Application, Infrastructure, & Cloud Migrations • Large Application Infrastructure & Cloud Projects

**Summary**

1. Complex technical project experience for large and medium infrastructure programs and projects utilizing local and remote resources and 3rd party vendors. Projects include network upgrades/replacements for both copper and fiber with patch panels, removal of replaced network cabling and equipment, SAN fiber network upgrades and replacements, data center upgrades, revisions, migrations and old equipment removal including cabinet, power, and air conditioning revisions, physical and virtual server upgrades, replacements, and installs. Load balancer installs. Branch location network and AD upgrades. M&A project experience. Memory/SSD upgrades, CMDB.
2. Firewall and security appliances, replacements with IT security review of all data center hardware installations for proper configurations to protect against outside intrusion. DR data center installs and testing with application teams. DC and data migrations, Application and Cloud migrations.
3. Agile project management for enterprise and global implementations. Creation, management, reporting of multi-million dollar budgets. Vendor and Hosting management, creating/reviewing RFPs/SOWs. Portfolio/Program/Project process improvement for effective project implementations.
4. Environment experience includes M&A, Network, SAN Storage, IT Security, Cloud, Salesforce, Microsoft, IBM, SAP, Oracle, APIs, Database interfaces, CMDB/Asset Mgt, SOA, XML, SOAP, SSO, web services, ERP integrations, and multi-tier environments and VDI. Identity Management systems, CMS systems, IBM AIX, Cisco, EMC, VMware, Windows AD upgrades. Cloud migrations and integrations.

**Professional Experience**

**Lorenz Consulting, Irvine, CA 2020 - Present**

* Provided freelance work updating websites, creating project SOW estimates, etc. during the Covid 19 shutdown.

**Infrastructure Program Manager, IT Portfolio Management**

**Automobile Club of Southern California, Costa Mesa, CA 2020**

* Provided Program Management consulting to implement IT Security related projects portfolio.

**Sr. Infrastructure Project Manager, Portfolio Management**

**NTS Technical Systems, Anaheim, CA 2019**

* Provided Project Management consulting to develop their infrastructure project portfolio and project pipeline roadmap for national outsourcing strategy.

**Sr. Technical Program Manager**

**Allergan, Irvine, CA 2018 – 2019**

* Provided Program Management consulting to manage a billion-dollar, global B2B ecommerce re-platform/migration to cloud with adaptive mobile design in North America, Europe, and Australia.
* Program included Cloud 3rd party vendor offshore development with SAP ERP integration/APIs, GDP validation, and Salesforce ecommerce and community cloud deployment. Managed local BA, QA, and validation teams using Confluence, Jira and sprints. Full data migration to cloud.

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* Managed business requirements through launch with teams in various countries with Ukrainian development and business UAT. Created development/deployment schedule and roadmap. Performed security user migration to Okta.

**Sr. Technical PM Infrastructure/Data Center, PMO**

**SchoolsFirst Federal Credit Union, Tustin, CA**

**2015 - 2017**

* Provided PM consulting to manage large, multi million-dollar infrastructure/data center refresh projects for network, SAN Storage, IT Security, Windows 10 upgrades, and cloud migrations. Included WebSphere, Exchange, AD, firewalls, Cloud services & migrations, DR, backups, and OPS training.
* Upgraded data center cabling, electrical, reorganized production vs development hardware segregation, racks, overhead cabling structures, and procedures for data center maintenance.
* Developed and implemented project management process to improve their infrastructure project implementations for quality and timeliness. Included processes for both project portfolio, budgets, and project resource management with migration to ServiceNow PPM. Updated Asset Mgt process.
* Created and managed multi-million dollar project budgets. Performed vendor management/SOWs and quote negotiations for project related hardware and services. DC and data migrations.

**Sr. Consultant Cloud/DR Infrastructure**

**EMC Professional Services, Salt Lake City, UT**

**2014 - 2015**

* Provided application/data center DR consulting for medium mortgage company to setup a Cloud hybrid DR data center/infrastructure, migrate the applications, and perform their first DR Exercise.
* Production infrastructure was 100% virtualized using VMware’s vCloud Air Disaster Recovery solution, vSphere and Zerto for DR replication along with a physical DR data center network and Cisco appliance for an ESXi server. DC and data migrations.
* Tailored DR Plan and Runbook templates to fit virtualized production and DR environments.

**Sr. Program Manager, Service Center Enterprise Cloud Apps**

**University of California (UCOP), Oakland, CA**

**2014**

* Program manager for the initial implementation phase of enterprise support ERP applications for a new centralized shared services operation in Riverside. Managed multiple project managers.
* Applications included Salesforce Cloud CRM/Call Center implementation, FileNet/Datacap/OCR DMS, VDI, and support of PeopleSoft ERP implementation.
* Performed vendor management and quote negotiations for project related services.

**Sr. Technical Program Manager, Infrastructure/Data Center, PMO**

**Dell Professional Services, Irvine, CA**

**2012 - 2014**

* For CoreLogic client – Managed data center & application infrastructure readiness program with multiple applications and extremely large database infrastructure projects. Projects/sub-projects included infrastructure installs, DR, CMDB/Asset Mgt, M&A, or capacity expansion for Network, SAN storage, VM/Cloud, and Backup Infrastructure. Created server/DR runbooks. DC/data migrations.
* Installed over 230 servers across four data centers with remote U.S., offshore, and vendor teams. Created and tracked $4 million SAN lease budgets. Migrated servers to new shared services cloud DC.
* Managed upgrade of Oracle ERP R12 Financials and OBIEE including platform to new environments.

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**Sr. Technical PM, VDI Infrastructure Portals & Network Upgrade, PMO**

**St. Joseph Healthcare System, Mission Viejo, CA**

**2011 - 2012**

* Managed the implementation of a new clinical application EMR VDI portal and workstation with single sign-on (SSO) at Mission and St. Jude Hospitals. Included upgrade to Windows 7.
* System included Citrix, ZenApps, ZenDesktop, AD, and Imprivata Onesign. Also coordinated network IDF closet switch upgrades and re-cabling.

**Sr. Technical PM Infrastructure IT Security/EDI, PMO**

**Apria Healthcare, Lake Forest, CA**

**2011**

* For the VP of IT Security, managed application IAM security project with IBM’s Tivoli’s identity manager product (ITIM) and adapters/API interfaces to automate application user account provisioning and account termination with AD Active Directory.
* Created architecture and design documents with new development and QA infrastructure implemented.

**Sr. eCommerce Consultant**

**Lorenz Consulting, Lake Forest, CA**

**2010 - 2016**

* Provided eCommerce web maintenance and facelifts to corporate web sites to highlight competitive key differentiators, with dramatically enhance organic SEO with adaptive mobile design.

**Sr. eCommerce PM**

**BeckmanCoulter Biomedical Instruments, Fullerton, CA**

**2010**

* Managed new corporate eCommerce website UI and content redesign program utilizing a team of IA’s, BA’s, Graphic Designers, and HTML/javascript/jQuery/Flash web developers for redesign from wireframes, to creatives
* Migration to new Oracle CMS system. Created CMS template specs with the corresponding HTML/css and SEO meta data.

**Sr. Technical eCommerce/Cloud Infrastructure PM**

**CareFusion Healthcare, Yorba Linda, CA**

**2009 - 2010**

* Managed the transition of an initial $2 billion M&A spin-off IPO hosted/cloud website to a marketing and product eCommerce global customer site.
* Managed hosted infrastructure vendor and created server runbook.

**Sr. Technical Project/Program Manager with Infrastructure, PMO**

**Ingram Micro, Santa Ana, CA**

**2006 - 2008**

* Hired by the CTO to manage large b2b eCommerce website development projects implementing both new web sites and enhancing existing $500 million e-commerce sites.
* Provided UI design and implemented marketing/sales up and down sell solutions.
* Managed both on and offshore teams using Agile/Rapid development techniques.
* Implemented tiered web infrastructure with IT security, BI integration, ERP and shared services API integration, data warehouse, configuration management, DR upgrades, and cloud services. CMDB/Asset Mgt.
* Managed hosted eCommerce load testing and business UAT.
* Managed and reported on multi-year $25 million project budgets, Performed vendor management.

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**Senior Director Business Systems**

**Ameriquest Mortgage Company, Orange, CA**

**2004- 2006**

* Program managed two large $35m, custom enterprise application development projects to replace the existing financial loan servicing system and development of a new Default Management application suite. Included M&A projects.
* Responsible for the staffing and management of over 100 developers, business analysts, project managers, QA, UI design, DBAs.
* Managed UI team and provided web app UI design direction along with architecture for regulatory compliance.
* Managed project managers and business analysts in business process improvement and re-engineering across multiple business units.
* Responsible for the hosted loan servicing and financial systems including vendor management.

**Sr. Project Consultant**

**Lorenz Consulting, Irvine, CA**

**2003 - Present**

* Design and implement eCommerce websites, implemented software, hardware, firmware, and web development best practices for small companies.
* Researched and implemented engineering BOM and manufacturing order configuration applications with configuration management. Designed QA test plans for both software and firmware testing and trained QA engineers in test case creation.
* Implemented global CMS/document management systems.

**Director, App Development/PMO Management**

**Oracle Corporation, Redwood Shores, CA**

**1997 - 2003**

* Managed application development, QA, technical writer teams for Data Warehouse, BI, ETL, ERP application integration, data warehouse, tools. Created local data center for dept servers, storage.
* Created and managed project management function (PMO) with multiple project managers, Web Portal, seven products, and involving local, remote, and offshore (US, UK, India) development teams.
* Implemented SDLC best practices and processes. Projects also included integration with Usability Labs and UI design, infrastructure design and implementation, release management, Product Management, and sustaining engineering. Implemented supporting infrastructure for development.
* Created resource plans and budgets ($25M), recruited and mentored directors, managers, developers, QA engineers, release engineers and technical writers. Included M&A projects.
* Managed consulting practice for ERP, ETL, Mainframe, and Data migrations and implementations. Setup custom ETL tool testing infrastructure and QA processes and testing.

**Education / Training**

• ITIL Foundation Certification: PeopleCert

• Scrum Master Certification: Expertslearn

• Bachelor of Arts in Management Program: University of Phoenix

• Rational Unified Process (RUP): Rational Corp.

• PMP: Project Management & Software Development: Microsoft Corp.

• Microsoft Internet Development & Active X Technologies: ADT Corp.

• Computer Validation Testing: IAT Corp., Noblitt & Rueland, Inc., Raskasky Group