

Kyle Thomas

Applied Leadership in Information Technology

Selected Experience

IT Infrastructure Manager || Dept of Veterans Affairs - Insignia Tech. || Washington DC || January 2019 - Current

Served as both the infrastructure and development operations lead, implementing an Agile SDLC framework enabling the transformation an on-premises development tool into an enterprise architecture repository in the cloud (Azure) for Veterans Affairs.

Supporting VA's Mission

- Instituted a modernization program by migrating the application platform, and underlying infrastructure from an on-premises datacenter to MS Azure for IaaS. Facilitating performance improvements which resulted in significantly wider adoption of the tool growing from 180 to 3000 users.
- Lead a team which attained an authority to operate on the VA Azure Cloud as one of the first production applications at VA to be certified in both government and national software security standards (NIST 800-47 and VA6500 Handbook).
- Forecasted budgets for contracts and government resources within the organization including oversight of the Azure cloud infrastructure budget. Responsible for making critical business decisions like consolidating application platforms/databases; reducing expenditures by \$400k/yr.
- Embraced continuous process improvement reducing technical risk revising disaster recovery plans, modifying specific retention policies, and implementing role-based access controls.
- Unified disparate workspaces where the architecture tools (Tableau, PowerBI, Visio, System Architect) were presenting and distributing data. This path of integration lead to a 30% growth in unique visits and 20% longer retention.
- Replaced the request tracking tool to transition the team from a waterfall demand management process to Agile SDLC, accelerating deployment cadence from quarterly to monthly.
- Owner of contract deliverables (Epics) – Formally signed (approved) communications representing various states of the contract.

Infrastructure Project Manager || Fannie Mae - TekSystems || Reston VA || May 2016 - November 2018

Improved infrastructure deployment from intake analysis to production by reducing process exchanges easing friction points when responding to requests. Implemented continuous process development moving from a 60+ day system deployment window down to 13 days while increasing QC/QA rates opening a path for more individualized solution offerings for each project.

Business Impact Executing Fannie Mae Initiatives

- Lead a successful pilot initiative to transition technologies from hosted servers into a modified on-demand infrastructure and growing into a managed program, resulting in building out five domains, each with budgets over \$1m.
- Developed new tools for inventory management and budget tracking, monitoring hardware resources available and in use generating quarterly projections on asset procurement. Leveraged increased reporting on infrastructure that enabled closer coordination of on-site support resources, which reduced final delivery time by 70%. The changes also realized a 40% drop in implementation costs for each project, while maintaining the same level of compute.
- Delivered production certified infrastructure for business-critical projects with cumulative budgets of \$25m.
- Executed a project to upgrade 250 physical servers for web applications which was completed in a single fiscal quarter exceeding all implementation targets.

Sr IT Director || Compliance DS || Washington DC || March 2014 - March 2016

Maintained continuous operational infrastructure support for hosted legal reviews. Integrated business service operations for seven national offices synchronizing data, and technical resources -necessary to conduct their analysis.

Highlights Improving Legal Review and Discovery

- Planned a \$2m, two phase infrastructure and multi-floor office space (20k sq/ft) refresh and data center renovation project while maintaining national services dependent on, on premise infrastructure.
- Opened and prepared an unoccupied office space, orchestrating IT, and facilities infrastructure rollout for 250 employees including telephony, network, workstations, furniture, etc.
- Designed an IT budget, to lower overhead regardless of the caseload; by developing a framework to efficiently deploy project specific infrastructure. Set program timetables while leading teams who deployed equipment based on individual project requirements. Saved Compliance \$125k/yr in operating costs reducing overhead per project increasing profit.
- Handled administration for Relativity (Document Review Repository/Review Tool) – Infrastructure datacenter management, securely hosting each case, on and off site.

Professional Interests

- Engineering research: Applied physics concentrated on electromechanics.
- Designed & built functional orthodynamic headphone driver.

Education

- B.A., Economics minor in Math; University of Maryland, College Park 2006
- Certificates: Tivoli LDAP Installation Administration, Professional Project Management Certification (Rosetta Stone), SCRUM Master Certified.