# Ivan Bocanegra

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### OBJECTIVE

To provide leadership and guidance with a focus on data center operations. By reviewing and implementing strong standard operating procedures, maintaining operational systems, and mentoring and supporting personnel, I will improve the reliability and profitability of all facilities.

### QUALIFICATIONS

* More than 35 years of operational leadership experience in data centers, utility industry and the armed forces, including 20 years of data center management experience
* Highly experienced in the enforcement of data center security policies in compliance with   
  SOC I & II, government regulations, and consumer privacy standards, such as PCI
* Skilled in all aspects of data center property operations, including engineering, security and customer service centers
* Superior customer service skills, outperforming customer satisfaction ratings in the organization’s annual customer satisfaction assessment

### EMPLOYMENT HISTORY

QTS Data CentersNov 2014 - Present

**Site Director**

2805 - 2807 Mission College Blvd, Santa Clara, CA

* Responsible for all operating aspects of the data center, overseeing four managers and a staff of 25 employees
* Oversaw a $24 million operating budget and a $5 million capital budget
* Cut site expenses by more than $3 million. Generated $2.2 million in operational savings and $1.0 million in rebates through utility incentive programs
* Improved customer satisfaction with the facility year after year, as evidenced through the annual customer NPS survey
* Supported capital projects, including space and power expansion projects, multiple CRAH EC plug fan upgrade projects, BMS replacement, chiller and cooling tower replacement and central plant upgrades in both buildings
* Proposed and executed end-of-life equipment replacement projects
* Successfully completed PCI, SOC I & II, ISO 27001 certifications for the property
* Supported sales through deal approvals, tours, customer meetings and special events

Digital RealtyJul 2010 - Nov 2014

**Senior Data Center Manager**

365 Main St/360 Spear St/720 2nd St, San Francisco, CA

* Oversaw three data center properties with a total of 16.6 MW of electrical power and a total of 565,000 sq. ft. (167,000 sq. ft. of raised floor environment)
* Accountable for $30 million operational expense budget and a capital budget of approximately $3.5M across the three properties. Prepared annual operating budget and 5-year capital budget plans
* Acted as project manager for capital projects using the Digital Realty standardized process
* Led a team of five (5) managers who were responsible for critical infrastructure, security and technical environments
* Negotiated local vendor service agreements following Digital Realty’s process
* Maintained Disaster Recovery and Business Continuity Plans
* Supported the Sales, Contracts, Leasing, and Asset Management Departments

365 Main Inc

**General Manager**Feb 2007 - Jul 2010

Oakland, CA

* Responsible for all financial and operational aspects of the Oakland property
* Designed and engineered data halls for customer deployment, management, and change standards for all production and nonproduction environments, including racking, cabling and power
* Supervised the security, customer support and engineering teams
* Created annual operating and capital budgets totaling over $11 million annually

Equinix

**IBX Site Supervisor**Mar 2000 - Feb 2007

San Jose, CA

* Supervised technical teams across three properties totaling more than 397,000 sq. ft. of raised floor environment
* Developed an automated process to calculate total cost of materials and labor for new customer installations, which now serves as the standard for cost calculations in all Equinix IBX Data Centers across the United States
* Worked closely with Engineering and Electrical Teams to coordinate customer deployments

Pacific Gas & ElectricApr 1983 - Mar 2000

**Gas & Electric Supervisor**

San Francisco, CA

* Supervised 15 technical personnel covering city-wide service requests.
* Served as Divisional and Departmental Training Reviewer
* Served as the Vice Chairperson of Gas Service Safety Committee, overseeing the safety program for the G&E servicemen, including injury investigations and reporting
* Worked in the Operations Department at Hunters Point Power Plant

### MILITARY SERVICE

United States Navy: USS Wabash (AOR5) Jan 1978 - Jan 1982

* Machinist Mate Department Leader (Supervise 30), E5 (Honorable Discharge)
* Machinist Mate of the Watch – Managed the ship’s engine room during operational trials,
  + overseas deployments and domestic sailing trips

### EDUCATION

Bachelor of Arts – Biology, San Francisco State University, San Francisco, CA