**Jeffrey A. Whitt**

15431 Davidson East Drive, Davidson, NC 28036, 704-965-7890 [jeffreywhitt71@gmail.com](mailto:jeffreywhitt71@gmail.com)

Page 1 of 4

**Areas of Expertise**

|  |  |  |
| --- | --- | --- |
| * Executive, Director, Senior IT Program and Project Management * Data Center/Call Center Relocations, Migrations & Consolidations * Workstations, Cloud (AWS, Azure, Google IBM), Networking (Cisco – ACI/Multisite, Arista, Palo Alto, Fortinet, Infoblox..), Storage, Server, Software, DevOps, Ecommerce * Budget Forecasting, analysis, ETC’s and tracking/process Accruals and Actuals * Domestic/Global Partner, Vendor/OEM Contract/SLA Negotiations and Management | * Team Leadership with strong Interpersonal skills * Risk Assessment & Impact Analysis * Cost Benefits Analysis *(Build vs Buy)* * Domestic & Global Infrastructure or Call Center Support and Monitoring (Active Directory, Citrix, UCCX/ UCCE) * Capacity Planning & Virtualization * IT Products & Managed Services Sales/Support * Infrastructure Management/ Operational Support *(PaaS, IaaS, SaaS)* | * RFP’s, RFI’s, SOW’s * Data Center Builds * Market Analysis * Sales Forecasting * Profit & Loss * Public Relations * Research & Development * Transportation/Logistics; Over the road LTL, TL, Rail, AIR * Warehouse, Inventory & Quality Control *(WMS)* * Financial, Manufacturing, Entertainment, Hospitality, Healthcare, Automotive, Retail & Government project experience |

**Professional Experience**

**Apex Systems**, Charlotte, NC **2016 to March 2021**

*Assigned to Delhaize/Retail Business Systems, Ahold (Food Lion. Hannaford, Giant CO, Giant Food, Stop & Shop)*

*Senior IT Infrastructure Program and Project Manager*

* Planned and Managed updates/new installs or technology modernizations of Network Switches, Load Balancers, Firewalls, Routers, Storage, Mainframe, Server, Workstations, Application and Ecommerce.
* Responsibilities included but were not limited to the conception, management, preparation, planning, and successfully executing more than 50 1-4 year duration IT infrastructure projects with budgets ranging from 2m to 15m each. Task to include the creation and management of project architecture, TCO’s, ITPC Deck’s, Project Charters, Requirements Documents, Stakeholder Assessments, Project Plan’s, Financial Tracker’s, Vendor Budget Trackers, Burn Reports, Inventory tracker’s, Implementation Plan’s, Migration Plan’s, Status Reports, Resource Management, Risk Trackers, and Issue Tracker. In addition, and supported by my experience I would drive and lead the required data gathering by creating and managing technical data documents to capture data points such as device configuration/routing, context data, Interface/Vlan data, IP address data, segment data, Environment ,host/application data, VM Data, Server Build, network connection, and Application dependency data, I would be responsible for health or monitoring via active directory, Citrix virtual app or desktop, identifying, documenting and submitting change managed / service delivery request to support live updates, while ensuring there were no program dependencies
* Worked on a Support and Management Transition and Transformation project to transfer Hosting, EUT, Application, Network, Service Delivery and Help Desk services from multiple incumbents to a new single Vendor. This included capturing model ID’s, SLA’s, Identifying Internal and External SME, scheduling KT sessions, shadowing/reverse shadowing with final acceptance criteria to ensure no gabs in support.
* Over saw the Planning and Execution Roll out of O365 to over 60 thousand Corporate employees in 4 locations.
* Worked on a business cloud (Azure) data migration project after merger. We 1st Identified the source systems by grouping them by host names, IP addresses and other data types based on the target model. We then assessed the quality of the source data to ensure that the new system does not fail due to incorrect or duplicate data or inconsistencies in operation style. After review of the data we could then define the architecture and design requirements of the migration process while also specifying the testing process and the method for transitioning them to the cloud. We then needed to determine whether there will be a parallel run, a zero-downtime migration and whether, once the migration is complete, the old system will be decommissioned. Working with Service Delivery, QA and the stakeholders we were able to choose migration windows during times that had the least amount of impact to the business. Creating a test and prod migration schedule was critical. Executing test migrations ensured our migration strategy, network configurations and data replication was free of errors. Production migration was as simple as shutting the source host down and performing UAT. Once complete we reviewed the audit trails and logs to ensure data has been correctly migrated. We then monitored the data quality to plan for ongoing improvements.
* One of my last assignments was leading a team of 10 while working with Verizon, LEC’s and other vendors to roll out a new 10Mbps Ethernet circuit to replace existing 2x T1, single T1, legacy 1.5, 3. or 5Mbps circuits in approximately 2002 Retail Locations. This included managing/scheduling over 11 onsite task visits per retail location to support surveys, inside/outside construction (EUCR/SCON), hardware installs and live cutovers. We were able to exceed the business expectations via the roll out schedule by 4 months.

**MIGRA**, Charlotte, NC **2007 to Nov 2015**

*Full service Data Center Relocation/Migration/Consolidation Company.*

[*http://migrasystems.com*](http://migrasystems.com)

***Owner/Managing Partner***

* Orchestrated and Managed the Project / Technical team resources, vendors, and OEM’s to support successfully planning and executing more than 160 Data Center and 10 call center Builds, Relocations, Migrations and Consolidation projects with budgets exceeding 165m. This would include but was not limited to fully documenting the PMO (Present Method of Operations, DFS (Desired Future State), then creating a Implementation, Migration Plans to minimize or prevent service outages to the business or the customer for either a staged / controlled approach which would include one or all of the following Migration Strategies. We would utilize an Integration or Replication approach be it a Cloud, Data, Application or Business migration requirement. In other scenarios we would plan for a Big Bang Approach; where we would utilize ADM (Application Dependencies Mapping) to build a data base for application to host to network to storage for logistical and physical dependencies giving us the required data to build each move event while providing and meeting all Project Management requirements via Waterfall, Agile and Scrum methodologies. This would include creating and managing the project plan/timeline, creating/managing the budget, product procurement, build/roll out schedule, migration plans, per/post performance testing, Change management / Service Delivery, UAT, day of move plans, labor schedules, vendor and OEM participation and management to ensure SLA’s are met.
* Planned and Managed updates or net new installs of Network Switches, Load Balancers, Firewalls, Routers, Storage, Mainframe, Server, Work Stations *(blade, tower or LT)*, and/or Applications be it physical, virtual, cloud (AWS, Azure, or Google) or hybrid.
* Planned and executed updates or migrations of Application to include: People soft, Kronos, Manhattan, CMX, Cisco Expressway, Ecommerce, Bluemix, Webapp, Middleware/DB2/Mainframe, Exchange, Airwatch, Interscale, Axway, ACIS, Salesforce, Atlassian's- JIRA, Trello, Favro, UCCX, UCCE, Splunk and many more.
* Other task to include creating service level agreements, planning/move methodologies, writing Statements of Work (SOW), Risk Management, project budget forecasting/management with expense tracking. Refine project scope, purpose, change control and deliverables, with a hands-on approach to implementation.
* Additional task to include project inquires, quotes, replying to RFP’s, calculating/estimating all pricing, team building and scheduling as well as managed all new business development and client retention.
* HR and training.
* Performed workstation, network, server, blade chassis and storage installations and configurations.
* Reduced operational cost by 10% after 1st year.
* Increased market shares by 35%, closure rate by 45% and margins by 65% in 2nd year with steady growth of 5-10% each year thereafter.

**HI-TECH TRANSPORTATION, INC-** Charlotte, NC **2004 to Nov 2015**

*A full service final mile, white glove, high value Logistics and Supply Chain Management Company.*

[*http://www.hi-techtransportation.com*](http://www.hi-techtransportation.com)

***Owner/Managing Partner***

* Created market branding and new revenue streams in a competitive, highly service orientated industry.
* Managed daily operations to include dispatching, scheduling, warehousing, inventory control, purchasing, HR, financial and vehicle maintenance.
* Provided Transportation Management Services (TMS), Warehouse Management Services (WMS) and Supply Chain Management Services for the plastics, automotive, healthcare, and IT industries.
* Performed international shipping, logistics, and customs clearance document services to include gathering commodity data for certificate of origins, custom invoices, setting up tariffs, and paying any duties, taxes or VAT required for clearance be it for importing or exporting from US, Canada, Mexico, Europe, and Asia
* TL, LTL and final mile white glove order procurement, technician scheduling, site preparation, packing, crating, unpacking, delivering and installation of Cat Scans, Nuclear Cameras, Ultrasounds, Incubators, Blood Analyzers, Medical Beds, Eye Lasers, Physical Therapy equipment and Data Center Infrastructure devices to include Servers, Blade Chassis, Storage, Mainframe, and all Network Devices.
* Planned and Managed complete data center relocation services to include PM services, OEM Certifications, Network Builds, Project / Day of Move Planning, Structured cabling install, with Physical and Virtual Relocations / Migrations.
* Air cargo experience to include booking LTL or larger shipments via standard, next or overnight service along with extensive knowledge in sourcing, booking, and loading of exclusive use cargo planes in varying sizes from a falcon to a 747. Private passenger jet sourcing and booking.
* Managed contract negotiations, and lease agreements for clients, vendors, and agents in US, Europe and Asia.
* Oversaw staff development, training, and implemented leadership standards.
* Operated a 24 foot straight truck, forklifts and performed delivers and setups as needed
* Steady growth of 10% annually while reducing overall operating cost.

**Registered Transportation Company, Inc**, Charlotte, NC. **1994 to Dec 2003**

(A Dedicated Logistics Company for Hewett-Packard) *-Order Processing, Rack Build, Crating, Shipping and Set up for all 1.0 and 2.0 meter racks for the Eastern United States*

***Director of Operations and Delivery***

* Created and sold the concept for the Transportation/Logistics management services listed herein to 6 HP distributors on the East Coast.
* Created an online inventory, sales and order processing system to manage product build to install lifecycle for multiple distributors/build sites.
* Managed daily operations to include customer service, order validation, inventory management/control, dispatching, scheduling, warehousing, purchasing, HR, Vendor set up and management, tariff/rate negotiations, claims and site build outs to include structured cabling and network set up.
* Performed all accounting functions to include accounts receivable/payable, collections, account setup and management.
* Preformed data gathering task for each new client to include structured cabling design and configuration to support WAN and LAN requirements.
* Managed relationships and contract requirements change controls and value-added services between HP and Registered Transportation.

**Technical Proficiencies**

* Microsoft Windows /Server 2008, 2012, Hyper VXP, Vista 7, 8, O365
* PlateSpin
* Mac OS
* VMware Vcenter, Site Recovery Manager, ADM
* Microsoft Office
* Active Directory/Citrix virtual app or desktop
* Microsoft SQL Server 2008+
* Solarwinds
* ACI and Multisite
* Planning Install and Configuration of complex switching environments to include Brocade Fiber Channel, Tunnel, MPLS, iSCSI, 10 GB and Ethernet.
* Firewalls (Palo Alto, Fortinet) Networking (ASA’s, Cisco, Arista), Load Balancers (Infoblox)
* Windows, AIX, Linux, Unix Servers
* HP and CiscoUCS server blades
* EMC, IBM, NetApp storage systems
* DMZ
* DM, QuickBooks, Apple (iCal, iWork, iDocument)
* IaaS, SaaS
* VOIP
* Visio
* Auto Cad

**Certifications:**

PMP, CSM, ITIL *(in process of updating all certifications)*