JAMES FAZZONE

JF

IT EXECUTIVE | WWW.JIMFAZZONE.COM

SUMMARY

I am a business-savvy IT management professional with a 14+ year career, reflecting strong leadership qualifications. I am a recognized industry professional with deep-level, hands-on experience in the entire IT stack. I have delivered multiple large-scale, mission-critical projects on time and on budget. I have a diverse industry background, which offers a balanced approach to IT management.

SKILLS

People management/Complete technical infrastructure design and management/Packet-level network inspection/Enterprise monitoring/Project Management/VoIP/Patch and endpoint management/Enterprise security/Data Center Design/PCI Compliance/IT Governance

EXPERIENCE

SENIOR MANAGER OF IT OPERATIONS • COURSERA • 2017-CURRENT
- Ownership of all internal IT Operations at Coursera
- Scoped, sourced and implemented a complete overhaul of Coursera's core network infrastructure
- Mentored, trained and directed Coursera IT staff
- Ownership of all hardware evaluations, software evaluations, and vendor contracts

DIRECTOR OF IT • DATAMEER • 2016-2017
- Direction of SysOps and DevOps across all Datameer core business.
- Process overhaul for key Datameer IT Operations
- Ownership of all security procedure authoring, compliance and documentation (including US-EU Privacy Shield compliance, ISO 27001 Compliance, SANS 20 and SSAE 16 SOC2)
- 22% reduction in SaaS spending
- Implementation of IT Governance strategy, setting the vision and strategy for Datameer as the organization matures

SYSTEMS ARCHITECT • NAVIS • 2013-2016
- End-to-end infrastructure design for dozens of container shipping terminals around the globe
- On-site performance testing and infrastructure health checks at over 30 maritime facilities in EMEA, APAC and the Americas
- Full-scale security audits of container terminal procedures, configuration and operations
- Executive-level briefings on technology optimization and complete infrastructure monitoring
- On-site implementations of infrastructure monitoring solutions for terminal operators

NETWORK OPERATIONS MANAGER • MERKLE • 2012-2013
- Implementation and management of over 50 client websites and applications, including autoscaling design and AWS infrastructure optimization
- Consolidation of cloud provider services, saving over $50K in hosting costs
- Mentoring and training of engineering staff on best practices in cloud computing, cloud-based security and cloud based redundancy (including disaster recovery strategies)
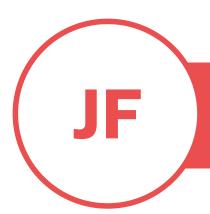
SYSTEMS SECURITY ANALYST • WORKDAY • 2012
- Development of systems identity management policies and procedures, including staff training and mentoring
- Audits of all existing security administration tasks, including staff start-ups and department reorganizations
- Auditing for ISO 27001 compliance of Workday IT Staff
- Design and implementation of SSO services throughout all Workday core business applications, along with user training and documentation for over 1600 users

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EDUCATION

CENTRAL CONNECTICUT STATE UNIVERSITY – 2000-2002
NEW HORIZONS – MCSE/CCNA - 2003

IT MANAGER • JOYENT • 2011-2012
• IT Operational budget management, including centralized asset management and licensure management
• Directed all business support operations to streamline technical operations, including systems baselining, physical site security and centralized vendor management
• Data center management, including cabling, HVAC and electrical management

SR. SYSTEMS ENGINEERING CONSULTANT • ROCKET SCIENCE CONSULTING/EVOGENCE • 2010-2011
• Created proposals and managed technical projects, including consultation with executive management at client sites.
• Built strong communication channels and trust with assigned client executives, evangelizing not only company core competencies but overall company adaptability
• Worked with field engineering staff to mine assigned clients for new project work, including upgrades and needed improvements.

SYSTEMS ANALYST II • HEWITT ASSOCIATES • 2008-2010
• Administered and implemented MPLS VoIP for 5 major call centers, including switching topologies, QoS/Routing design, structured cabling, and level II/III support for over 500 users.
• Coordinated move of the VoIP/MPLS hub from previous company headquarters to a new datacenter 1000 miles away.
• Administration and training for all line-of-business telephony applications.

NETWORK ADMINISTRATOR • FELLOWES • 2007-2008
• Maintained entire infrastructure for a $2MM ecommerce platform, including PCI-compliant web applications, accounting systems (Great Plains/Dynamics), and systems security (VPN technologies, vendor access/management, NAC, IDS)
• Provided end user support for 40 users at branch office (Macs and PCs)
• Installed, upgraded and configured all core network hardware.

SYSTEMS ENGINEER • UNITED TECHNOLOGIES (CONTRACTOR) • 2005-2007
• Organized Oracle/Teamcenter systems administration, upgrades and implementation for several different military and commercial jet engine programs.
• Processed Class I and Class II engineering changes for GP7000, PW4000, PW2000, F135 and GG8 engine programs, including SAP process workflow tracking, documentation tracking, and certification of changes.

LEAD TECHNICIAN • EDS (CONTRACTOR) • 2003-2005
• Oversaw deployment of over 3000 desktops, laptops and mobile devices at US Submarine Base NLON, including data transfers to new devices, technician training, and process documentation. Worked to reduce the cost of per-seat deployment by several hundreds of dollars to the client.

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