

John McNamara

Technology Management Professional

Westminster, MD 21157

john_mcnamara@me.com

+1 240 350 5942

Professional Summary

Accomplished IT Manager with 15+ years of experience in global infrastructure management and strategic IT operations across healthcare and technology sectors. Proven track record in leading cross-functional teams, implementing ITIL best practices, and enhancing cybersecurity measures. Successfully managed large-scale projects, including a global VMware deployment across 18 sites and disaster recovery initiatives, ensuring business continuity and compliance with industry standards. Seeking to leverage extensive expertise to drive technological advancements in a forward-thinking organization.

Authorized to work in the US for any employer

Work Experience

Global IT Manager

Baltimore Aircoil Company-Jessup, MD

December 2023 to Present

- Manage infrastructure upgrades, analysis and resolution of end user hardware and software issues.
- Direct IT services, counseled executives and collaborated with senior management on strategic planning.
- Developed strategic plan for infrastructure and staffing budget inline with company goals for next 3 fiscal years
- Works closely with infrastructure staff and departmental decision makers to identify, recommend, develop, and implement cost-effective technology solutions.
- Oversaw deployment of global VMware 3 tier deployment at 18 sites in on five continents.
- Implemented enterprise-wide infrastructure monitoring solution.
- Introduced ITIL compliant Change, Asset and Ticketing management policies and procedures.
- Developed diagrams to describe and lay out logical operational steps.
- Implemented robust cybersecurity measures to protect company data and systems from external threats
- Collaborated with cross-functional teams to identify technology needs and implement solutions that improved productivity and workflow processes
- Developed disaster recovery plans and conducted regular testing to ensure business continuity in case of system failures or natural disasters
- Implemented ITIL best practices for incident management, problem resolution, change management, and service delivery processes
- Conducted regular audits of IT systems' security controls ensuring compliance with industry standards (e.g., ISO27001)

Senior Technology Consultant

GDC IT solutions-Towson, MD

October 2023 to December 2023

- Manage infrastructure upgrades, analysis and resolution of end user hardware and software issues.

- Direct IT services, counseled executives and collaborated with senior management on strategic planning.
- Designed and implemented Azure-based solutions for clients, ensuring scalability, reliability, and security
- Collaborated with cross-functional teams to gather requirements and define technical specifications for Azure projects
- Provided guidance on best practices for deploying applications on the Azure platform to development teams

IT Director Infrastructure and IT Operations

Adventist HealthCare-Gaithersburg, MD

September 2016 to July 2023

- Planned, designed and delivered diverse IT solutions.
- Worked with business analysts and different subject matter experts to gather and define requirements, identify constraints and plan scopes.
- Participated in system development life cycle from requirements analysis through system implementation.
- Monitored and tested application performance to identify potential bottlenecks, develop solutions and collaborate with developers on solution implementation.
- Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
- Wrote detailed architectural design plans, security requirements and specifications.
- Defined enterprise processes and best practices and tailored enterprise processes for applications.
- Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
- Led and assisted technical upgrade projects for clients by working and coordinating with consultants and developers for integrations.
- Directed design and execution of business transformation initiatives to drive performance, profit optimization and growth opportunities.
- Partnered with financial and customer operations teams to drive business transactions using customer data and Lean concepts.
- Supported creation of client and business partner relationships through careful collaboration and networking efforts.
- Spearheaded disaster resilience and recovery efforts, successfully retaining 400 terabytes of data that would have otherwise been lost.
- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.
- Reviewed and assessed architecture design, implementation, testing and deployment needs to identify project requirements and costs.
- Played key role in on-going network design, reevaluation and optimization to keep pace with company growth.
- Oversaw development and implementation of improvements to support and network operations.
- Manage Datacenter environments including Server, storage, BURA, enterprise applications, and desktop, DBA teams for all hospitals and their 12000 users and 22,000 endpoints
- Reinvigorated IT staff reporting to me to meet and exceed hospital expectations on SLA and KPI benchmarks
- Document processes for IT portion of Baldrige Award Certification using DMAIC Modeling
- Launched Salesforce for It department.
- Migrated ITSM from Remedy to ServiceNow and coordinated with our help desk Managed Service Provider
- Managed the operation, monitoring, maintenance, development, upgrade and support of information technology applications.
- Spearheaded and managed the upgrade of multiple critical applications driven by the need to keep them on supported operating systems.
- Implemented NIST 800-53 R5 security standards across all servers, desktop and network platforms

- Developed capacity reporting on all infrastructure systems and environments for budgetary forecasting.
- Collaborates with analysts, technical staff and application owners with all phases of the System
- Development Life Cycle and Project Management standards
- Managed and developed productive relationships with internal customer groups, contractors, consultants, and vendors
- Responsible for assisting senior hospital staff with customer satisfaction, vendor contracts and associated invoices, quality control, problem management and resolution within the business and financial product lines and across multiple locals
- Implemented new enterprise-wide data recovery solution replacing NetBackup
- Oversaw and implemented VMWare Technical Refresh
- Implemented Microsoft best practices for managing and securing privileged User account access
- Transitioned pilot environment to AWS Cloud
- Managed deployment of IAM integration with Microsoft ADFS and Azure
- Manage and coordinate vendors on installation of key technologies for hospitals and supporting clinical, mental health, radiological and ambulatory care offices
- Leading Microsoft Office 365 project to move all email, file shares and collaboration tools to the Microsoft cloud
- Managed Microsoft Support and Licenses agreements for Organization
- Developing policies and procedures for Securing Office 365 Cloud hosted PII and PHI data
- Implemented Skype for Business and later MS Teams for remote Communications replacing Cisco
- WebEx in the environment
- Implemented Mobile Device Management solution utilizing MS Intune
- Developed and implemented Patching policies and procedures for all Microsoft and Linux based servers
- Migrated file services from legacy Novell onto Microsoft DFS
- Developed hardened Server Image to better Secure PHI, and PII in compliance with HIPAA/HITECH guidelines
- Implemented New Virtual Desktop Environment for Secure access to HIPAA regulated data utilizing Citrix Xen Desktop and Xen App
- Managed and maintained VMware Environment and related SAN and NAS storage environments
- Integrated VoIP PBX Phone System with MS Teams calling
- Manage enterprise licensing for IT infrastructure

It Director and Chief Compliance Officer

Service Coordination Inc-Frederick, MD

November 2015 to August 2016

Key Achievements and Responsibilities:

- Performed operations as It Director and Chief Compliance Officer for Organization
- Managed a Team of IT Professionals in day to day operations of IT Department, IT Helpdesk and Web
- Development and Content development
- Responsible for maintaining integrity of SCI's HIPAA and PII Data
- Working with key department stakeholders refined corporate data security requirements and policies
- Developed Security policies around Remote Telework and BYOD Programs
- Introduced Organization to formal Change control process for IT infrastructure management
- Implemented NAC on office networks and enhanced security policies on devices reading our corporate data remotely
- Headed Microsoft Office 365 project to move all email and file serves to the cloud
- Developed and Maintained Information Technology Roadmap
- Migrated user files to Office 365 OneDrive for business cloud solution

- Implemented Zscaler Cloud Firewall for securing the cloud data and the Mobile workforce
- Implemented Skype for Business for remote Communications
- Setup automatic email encryption of E-PHI data
- Extended Remote communications tools to incorporate multiple office locations and smart conference rooms
- Developed developing plans to migrate desktops to Windows 10
- Migrated Custom CRM Solution to AWS HIPAA Compliant Environment
- Developed hardened Server Image to better Secure PHI, and PII in compliance with HIPAA guidelines
- Lead Development of New Organization Website
- Managed Deployment of redundant Citrix Virtual desktop infrastructure project to be used of telework and in COOP or Disaster situations
- Managed and maintained VMware Environment and related SAN and NAS storage environments
- Integrated VoIP PBX Phone System with MS Office 365 Unified messaging for better service to our end users
- Implemented Microsoft Intune MDM for BYOD Program for secure use of Personal mobile devices
- Architected WAN Networking to incorporate VoIP protocols across Multiple offices and locations
- Managed Departments Opex / Capex budgets
- Worked closely with vendors and technology partners on integrations, infrastructure and enterprise solutions.
- Monitored use of data files and regulated access to protect secure information.

Manager, Server Operations / Datacenter Operations

WMATA-Washington, DC

April 2014 to November 2015

Hands on leader of the Server and Storage Operations department of Large Regional Transportation provider.

Key Achievements and Responsibilities:

- Managed team of 30 system engineers, architects and administrators and up to 100 team members for certain projects
- Maintained corporate Amazon Cloud and Microsoft Azure Accounts and infrastructure for Dev Ops and future Initiatives
- Spearheaded Microsoft Office 365 project to replace failing MS Exchange and Lync communications on premises environments, migrating roughly 26,000 email accounts to Microsoft's 365 cloud email solution
- Migrated user files to Office 365 OneDrive for business cloud solution, freeing up that storage for much needed server and data warehouse resources
- Managed Stale VDI Project into action and completed ahead of schedule.
- Managed Dell/EMC VNX, SC VMax, and DataDomain Storage Environments totaling over 12 Petabytes
- Implemented Dell VBlock hyper converged infrastructure to support new farecard solution
- Expanded authority Infrastructure to include three datacenters with both physical and virtual server environments maintaining 99.99% availability with goals set to move to 99.999% availability
- Implemented policy improvements to reduce current MTBF and MTTR Key Performance indicators
- Oversaw Windows, Redhat, Dell, EMC, Cisco, Juniper and IBM AIX Datacenter environment.
- Managed datacenter/server components of multi-million dollars, next generation fare collations project.
- Implemented new monthly patch management schedule utilizing IBM BigFix
- Scripted Datacenter shutdown procedures to streamline failover during COOP or DR Event using Puppet.
- Developed hardened Server Image to better Secure PHI, PII and PCI data in accordance with PCI and HIPAA guidelines
- Managed Deployment of redundant Citrix Virtual desktop infrastructure project to be used of telework and in COOP or Disaster situations
- Integrated VoIP PBX Phone System with MS Office 365 Unified messaging for better service to our end users

- Enhanced 24/7/365 monitoring solution using SolarWinds, CA and in-house software for all servers
- Revamped Colocation and datacenter Backup environments
- Oversaw Tivoli Endpoint and McAfee ePO for transit Authority
- Managed It Infrastructure budgets of approximately \$200,000,000 OP-Ex/\$120,000,000 Cap-Ex.
- Negotiated new licensing contracts with technology support vendors that will result in a \$450,000.00 savings over the 2016-2018 fiscal years.

IT Infrastructure and Operations Director

Ipreeo-Bethesda, MD

June 2011 to December 2013

Directed and managed the Regional Network Operations department of a large multinational financial services software development company. Virtualized and modernized regional infrastructure

Key Achievements and Responsibilities:

- Managed team of 3 to 5 systems engineers, administrators and helpdesk technicians
- Managed and maintained two datacenters, with over 400 physical and virtual servers maintaining 99.99% availability
- Implemented change management based on ITIL principles and concepts
- Maintained global MPLS/IPSEC Network between office in North America, Africa, Europe and Asia
- Managed company wide office and datacenter move project and consolidation projects including management of external cabling, data, and communication vendors as well as internal technical teams.
- Implemented Bring Your Own Device (BYOD) policies providing secure corporate email on personal devices.
- Managed and implemented two VMware upgrade projects from version 3.03 to managed 5.1 VSphere Environment
- Implemented and Manager redundant Microsoft Exchange 2010 upgrade Project
- Managed JD Edwards World A9.2 environment
- Reengineered VoIP phone system to provide better network performance, including linking MS Unified Communications Server
- Developed database 24/7/365 monitoring solution using commercial off the shelf solutions (COTS) and in house software for all servers
- Managed and supported enterprise wide storage environments
- Revamped central office and datacenter Backup environments using Netbackup
- Managed Departments Opex / regional Capex budgets
- Negotiated new contracts with technology support vendors that will result in a \$100,000.00 savings over the 2012-2015 fiscal years.

Solutions Architect /Project Manager/ Technical Team Lead

Netstar - 1-Washington, DC

October 2008 to May 2011

Technical Team Leader with oversight of 7-10 engineers and architects developing and deploying solutions to nonprofit, government and civilian clients, including then President Elect Barack Obama and his Supporting Staff, the U.S. Department of Labor, U.S. Department of Agriculture, U.S. Army, GSA and other civilian and government organizations.

Key Achievements and Responsibilities:

- Technical Team Leader in support of then President Elect Barack Obama and his supporting Staff on the 2008-2009 Presidential Transition Team.
- Served as Chief Engineer, Architect for companies Not for Profit clients
- Primary Engineer with oversight of the enterprise Data Storage, SQL and CommVault Back Up environments, as well as VMware, MS Active Directory, Exchange and SharePoint
- Developed secure SaaS Solution for the GSA to maintain non-Cleared personnel and consultants in a private cloud based work environment.

- Business development activities - including proposal preparation, Technical Solution marketing, and thought leadership for Future Corporate Technical Solutions and IT Governance
- Presales Engineer responsible for Developing Strategic Technology plans for potential clients with core responsibilities, Enterprise Solution Architecture, Virtualization, Data Protection/Management and ERP Solutions
- Developed policies and procedures to assure IT systems support business continuity and disaster recovery
- Manage and implemented the SAN Storage and Clustered Microsoft SQL Environments
- Storage Engineer with responsibility for SAN and NAS Storage, as well as oversight of the backup and related disaster recovery efforts
- Developed and deployed Data Management and Recovery solutions utilizing CommVault Simpana to U.S. Government, Military and civilian agencies and organizations
- Conceptualized and implemented secure remote access environments with Windows 2003/2008, Exchange 2007/2010, MOSS 2007 and Sql 2005 and 2008, and NoSQL.
- Primary Database administrator for the MS SQL and related systems
- Provide Tier 3 support for the Windows desktops, Server 2008, Exchange, SharePoint (MOSS 2007), and Active Directory

Director, Strategic Technology/ Project Manager, Contract

American Society of Health-System Pharmacists-Bethesda, MD

March 2008 to July 2008

Directed and managed the Strategic Technology department of a large healthcare not for profit association to include the direct management of the Strategic Technology Team. This position was responsible for developing, testing and managing pre-implementation technology, database systems and core association software platforms.

Please Note: This Contract position was eliminated after major project completion.

Key Achievements and Responsibilities:

- * Managed to completion four million dollar (\$4,000,000.00) project to replace the associations AMS or Association Management Software. Migrating from TMA Resources Timss 5.1 To Personify 7.1
- * Demonstrated new software platforms including but not limited to Personify AMS and Microsoft Great Plains.
- * Negotiated new contracts with technology support vendors that will result in a \$150,000.00 savings over the 2009 and 2010, fiscal years.
- * Managed external vendors to ensure satisfactory project and task completion
- * Member of the senior operations management team, tasked with long-term planning of future "GREEN-IT" projects and budgets
- * Maintained daily face to face relationships with "C" level Executive Staff, board members and other internal managers
- * Designed, planned and implemented a new database and data integrity recovery plan
- * Managed Enterprise-wide Microsoft GP accounting and HR solutions, Internal Web Portals and corporate CRM, SIS and ERP Applications
- * Provided support for SAN/NAS, MAID, and related Storage technologies.

Director of Global Information Technology Infrastructure

Medifacts International-Rockville, MD

October 2007 to February 2008

Directed and managed the IT infrastructure division for a mid-size multi-million-dollar Bio-Science and Core Lab services company to include the direct management of the IT Infrastructure Team. This position was responsible for complete Global Network Architecture in the Americas, Europe and Asia and the support of over 3000 global medical and pharmaceutical studies, supporting 30,000 users. Forged Global IT and Tele-Communication relationships.

Please Note: My tenure at Medifacts was cut short due to a Board mandated decision to outsource the IT Infrastructure and Development Departments after declaring Chapter 11.

Key Achievements and Responsibilities:

- * Produced 3-year strategic budget for Information Technology Infrastructure Department, which included but was not limited to staff planning, software licensing, and a future technology refresh.
- * Negotiated new contracts with global telephony vendors, that resulted in a \$400,000.00 savings over the 2008, 2009, and 2010 fiscal years.
- * Managed the storage and security of organizations Biotelemetry Research Data
- * Managed and Directed Data Coordination and Analysis Team for reporting of SAS data on clinical and Pre-Clinical Data
- * Member of the senior management team, tasked with long-term planning of future projects and budgets
- * Managed, maintained and upgraded JD Edwards environment.
- * Maintained daily face to face relationships with "C" level Executive Staff, board members and other internal managers
- * Supervised and planned implementation and testing of newly written disaster recovery plan
- * Designed global infrastructure 24/7/365 monitoring solution using commercial off the shelf solutions (COTS) and custom in house software for all servers and network infrastructure.
- * Re implemented the IT Helpdesk to provide better support for customers and to analyze problem trends with technology being used by staff and external clients
- * Managed Project to implement Global Active Directory and clustered Exchange 2007 environment for added security and global redundancy
- * Rewrote enterprise-wide IT policies and procedures
- * Planned and lead Initiative to implement Cisco VoIP Telephone System in all global corporate offices
- * Managed external consultants to continue physical and logical data network separation of company after the sale of the Clinical Research Organization (CRO) division
- * Managed Enterprise-wide Deltek Accounting, and HR solutions
- * Optimized Global Performance of MS Windows and Linux Servers, Network appliances and of the Oracle databases and database servers
- * Managed external vendors to ensure satisfactory project and task completion
- * Provided support for EMC2 SAN/NAS, and related Storage technologies.

Senior Information Security Architect - (Short Term Contractor)

First Data Corp-Hagerstown, MD

August 2007 to October 2007

Maintained integrity and security compliance standards at major global financial institution. Ensured confidentiality of client information by ensuring appropriate standards are in compliance with federal guidelines. Maintains the information security environment and reports security violations. Expert in information security technology systems. Understands business issues that were supported. Provided moderation to current projects and tasks.

Key Achievements and Responsibilities:

- * Develop policies and procedures to assure firewall systems support business compliance and disaster recovery
- * Works with network specialists that are involved in network monitoring and maintenance, design/configuration management, and customer support.
- * Optimize Performance of Cisco PIX/ASA, Nokia Checkpoint and Juniper firewall and network devices.

It Director / Chief Technical Officer

Red Coats / Datawatch-Bethesda, MD

February 2007 to August 2007

Hired Back in preparation for future role as VP of IT when the current VP retires. Member of the senior management team and reporting VP of IT and CEO. Managed 14 direct reports and another 10 vendors, supporting development, data center operations, network management, IT strategy and architecture, client support & help desk management. Redcoats' is a Global multi-million dollar services and security company, with offices in the USA, Asia and Australia. This position is responsible for complete global network administration and security to include supporting numerous in-house accounting and HR software programs and system networks.

Please Note: Position was considered a duplicate and downsized during at corporate restructuring.

Key Achievements and Responsibilities:

- * Managed the completion of the Accounting system migration project, by overseeing external Consultants, and internal key players
- * Developed implementation plan and defined key focus pointes for implementation vendors for Accounting Systems Migration.
- * Wrote policies and procedures to assure IT systems support business continuity and disaster recovery
- * Launched a global Cyber security program and implemented security policies & procedures that focused on upgrading firewall, network, virus/spam protection tools, messaging systems and protection of agency sensitive information.
- * Directed the vision for a portal for HR, sales, marketing, customer service, IT, accounting and operations.
- * Managed migration project for enterprise wide ERP Solution from As400 to Lawson (M) Suite
- * Produced 3-year capital IT Budget, which included but was not limited to staff planning, software licensing, and a future technology refresh.
- * Oversaw global company wide efforts to identify and evaluate all critical systems
- * Implemented Cisco VoIP Telephone System in all corporate offices and Call Center
- * Configured Cisco Network appliances to optimize for VoIP telecommunications and Data Reliability, utilizing multiple T-1's, VLANs and QOS
- * Optimized Performance of MS Windows and Linux Servers, Network appliances and of the AS400 systems
- * Developed .Net/Java/C# solutions for Client Access Systems
- * Provided support for EMC2 SAN, NAS, and related Storage technologies.

Team Leader/ Project Manager / Senior Network Engineer

TerpSys-Rockville, MD

May 2006 to February 2007

Lead Microsoft Engineer and Consultant for Commercial Consulting Team. Developed the Consulting team to recognized leader in technology consulting in the DC Area. Grew business from 17 clients to 56 in less than a year without a sales staff. Managed team of engineers in technology projects. Proactively allocated resources to meet client needs. Created development plans, project documentation and incident response guidelines. While providing on Call Support 24 / 7 /365

Education

B.A. in Communication Arts

Salisbury State University-Salisbury, MD

September 1994 to May 1998

Skills

- Data Center Management
- Network and Infrastructure Monitoring
- Budget Administration
- Customer Service Oriented
- Agile and ITIL Methodology
- Equipment Procurement
- Cloud computing
- Infrastructure Virtualization

- Jira
- User Support
- Analytical and Critical Thinking
- Supervising Experience
- Operational Improvements and Reporting
- Information Security Planning and Regulatory Compliance
- Strategic planning
- Requirements Analysis and Scope Definition
- Software troubleshooting
- Contract and Vendor Administration
- Disaster Recovery and Business Continuity
- Project coordination
- Project management
- Department Management
- System Design and Administration
- Project Planning, Leadership and Lifecycle Management
- Order Placement
- Configuration management
- IT Infrastructure Proficiency and Planning
- Tele-work Management and Administration
- Regulatory Compliance
- Vendor Management and Negotiation
- Agile

Certifications and Licenses

Six Sigma Certification

Lean Six Sigma Certification

CCNA

MCP

MCITP

Driver's License

MCSA

MCSE

ITIL Certification

PMP

Additional Information

Technical Proficiencies

Platforms:

Microsoft(2000 to Server 2022, Windows 10 and 11) Linux(RedHat, Suse,), Sun Solaris, AS400, Mac OS, Novell, Cisco IOS, Citrix/XEN, HP Hardware , Dell Hardware, Pure Storage,

Networking:

TCP/IP, VoIP, SIP, Novell, Cisco IOS/PIX, QOS, IPX,SPX, SQL, Ethernet, VPN, SSH, RSA/SecureID, PCP, PKI, MPLS, PPOE, SMTP, SNMP, WMI, BGP, OSPF, Cisco Meraki, Citrix Netscaler, F5 Load Balancer

Programming: MS Exchange Shell, Powershell, ADSI Scripting, Unix Shell Scripting, PHP, HTML, .NET, AGP, C+, ColdFusion, SQL

Databases: SQL Server, Oracle, Sybase, IMS, UDB / DB2, and MySQL

Methodologies: ISO27001, MSF, Six Sigma, Sarbanes Oxley(SOX), FISMA, HIPAA, ITIL, PCI/DSS, SSAE16, and NIST 800-53.