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In my 16 years in the IT Services Industry I have been focused on solutioning, implementing, and delivering data center solutions. During this time I have built and lead server administration, monitoring, project management, and solution architecture teams comprised of staffing around the globe. I have spent a significant amount of time developing client solutions that: run on multi-hosted platforms; utilize global, shared implementation and support teams; and are designed around the client's specific requirements.

In my professional career I have focused on understanding the needs of the client and business to develop managed hosting capabilities that have enabled the clients to utilize these capabilities while ensuring the business is not at risk of changing policies, procedures, and functionality. My focus is on developing solutions that utilize proven standards, provide cost improvements, and reduce the time to market while providing the client with their own corporate look and feel. In addition, I work closely with the sales teams to ensure we are offering real solutions that meet the client's needs, are cost effective, and are operationally sound.

Qualification Highlights

- Solution Architecture
- Infrastructure Consulting
- Technical Sales
- Account Management
- Business Analysis & Integration

- Leadership & Team Building
- Project Management
- Cost Benefit Analysis
- Process Improvement
- Client / Customer Service

Professional Experience

CENTURYLINK TECHNOLOGY SOLUTIONS   **Salt Lake City, UT**

Master Architect – IT Outsourcing Team   *Aug 2012 - Present*

Master Architect on the IT Outsourcing team. Assist in structuring the ITO deal from technical, contractual, and commercial perspectives. Responsible for providing technical and non-technical consulting, project management, and consultative services for Large Enterprises. Functioning primarily in a pre-sales capacity, with broad horizontal skill sets and a core competency in technology with a heavy emphasis on migrating to public, private, and hybrid clouds, as well as bursting in and out of hybrid clouds.

Duties include working with ITO Development Managers and Sales Account Teams to provide technical and business expertise, inner workings of the consulting business, and delivery of consulting services and solutions, such that company service offerings and technical capabilities are maximized on each customer engagement. Provide local teams with in depth knowledge of Savvis' solutions and capabilities with an understanding of how they are delivered and provide mentoring to local architects. Provide thought leadership and implementation methodologies to all levels of hosting and network operations, service level delivery, and the application of operational processes. Provide technical, project, and relationship management for customer engagements. Provide thought leadership and implementation methodologies to all levels of hosting and network operations, service level delivery, and the application of operational processes.

In this role I successfully architected and sold a $35M deal to a leading northern European shipping company to provide end-to-end outsourcing to them. The solution provides global services to all of the client's data centers and office locations. The services provided include help desk, desktop management, remote data center operations, Savvis data center hosting and operations, application management, and IT consulting. Our solution was able to provide the client with a solution that improved their application SLAs and DR capabilities while not increasing their operational costs.

Architected and pending sale of a $75M deal to one of the top 5 law firms in the UK. The solution included remote data center operations for 4 client data centers and infrastructure hosting and operations in 5 Savvis data centers. The solution also included IT consulting and applications management in all 9 global locations. The solution will allow the client to recognize a 10-15% reduction in their overall operational costs.

ACCENTURE, LTD.   **Salt Lake City, UT**

Solution Architect - Infrastructure Outsourcing   ***Sep 2010 – Aug 2012***
Responsible for solution architecture and design of Infrastructure Outsourcing opportunities for new clients.

Responsibilities include working with sales teams to provide solution design and costs, providing technical sales support, presenting solutions to clients, and responding to technical inquiries. My data center experience has allowed me to become the one of the global hosting experts for solution design. This experience allows me to design solutions focused on delivery and are based on proven standard technologies and processes.

Over the past 1.5 years I have been responsible for developing solutions for $250M of sales opportunities. Key sales opportunities include
- Data Center architect for a $1B+ IT Outsourcing solution for Symantec corporation. The solution included all data center services, application outsourcing, security, help desk, and IT and Application Consulting Services.
- Data Center architect for the development, hosting, and operations of a property management system for one of the largest global hotel chains.

Additional responsibilities include:
- Development and deployment of a hosting data collector to be used by all Solution Architects to gather necessary information to design solutions for hosting opportunities.
- Creation of standard documentation for data centers hosting, server management, and storage management to be used as a set of solution standards by all Solution Architects.
- Drive the necessary solution approvals with proper input from the Operating Groups on client business objectives, industry, risk assessment, budget, and preferences.
- Collaborate with the Operating Groups to provide input to Terms and Conditions.
- Interface with the delivery organizations to ensure effective transition, shape services, collaborate on clear solution assumptions, determine appropriate service delivery locations, and related cost to deliver
- Align final solution architecture (including statement of work, schedules and other contractual documents) with final Terms and Conditions

- Respond to sections of RFP's related to infrastructure outsourcing.

Director Solution Architecture - Software Utility Services   *Dec 2008 – Sep 2010*
As the Director of Solution Architecture for Software Utility Services (SUS), I was responsible for building a solution architecture team, designing hosting solutions for new clients that leveraged the SUS multi-hosted architecture and standard processes, and development and maintenance of a standard cost model used to provide costs for all new business.

During this time I grew the SUS hosting business from only providing hosting services to low cost airlines to providing hosting services to 4 utility companies, 2 e-commerce businesses, numerous internal Accenture groups, and numerous customers using a multi-tenant suite of mobility applications for over $15M of annual revenue.

Additional responsibilities include:
- Working with SUS Program Management Team to ensure successful implementation of new solutions.
- Working with Accenture Finance Teams to deliver finalized deal prices to sales teams.
- Managing the Contract Service Delivery Team responsible for delivering SUS solutions to clients.
- Tracking all SUS FTE new hire and backfill positions
- Producing the monthly SUS billing
- Tracking the SUS annual budget

NAVITAIRE   **Salt Lake City, UT**
IT Manager   *Sep 2004 – Dec 2008*
As an IT Manager for Navitaire I worked closely with the IT leadership to grow the Navitaire business by filling several key roles for the group.

Responsibilities include:
- Management of a 6 person project management team which ran all internal and client facing infrastructure projects.
- Assisting the IT director as needed. This included providing escalation as needed, managing client outages, organizing IT meetings and communications, assisting with budgeting, and working with internal teams and clients as a senior IT representative.
- Providing hosting solution design and pricing for new and prospective business.
- Developing and maintaining a cost model used to provide costs for all new hosting business
- Work to integrate Navitaire's production management SOPs into other Accenture business units
- Work with other Accenture owned businesses on developing application service provider hosting models.
- Account Management of 4 Navitaire hosted customers. This includes customer relations management, monthly billing, selling additional services, contract management, and overall management of the hosted product.

IT Project Manager   *Sep 2002 – Sep 2004*
Seeing the speed at which Navitaire was growing, I was able to realize the need for a project management team. I worked closely with IT leadership to determine the organization's project management needs then created the structure (processes and standards) that would be used to deliver all

internal and client projects. Project sizes ranged from a few days of work to several hundred days of work with project teams up to 15 resources.

Examples of key projects include:
- Moving a large low cost airline reservations system from Navitaire's Salt Lake City data center to the Minneapolis data center. This was a 9 month project that was completed with only 3 hours of downtime for the airline.
- Installation and conversion of a large utility company from their existing production ticketing system to a Navitaire hosting ticketing system. During the project I sold additional services to the customer increasing the contract terms by 25%.
- Managing the renovation and rewiring of Navitaire's Salt Lake City office and server room. This included: room expansion; electrical, data, and cooling requirements; rewiring of all data jacks; expanding electrical capacity by adding an additional 480 Amp electricity; and moving all client routers and telecommunications connections from their existing locations to new locations.
- Productizing Web Hosting for Navitaire Clients. This included performing market research to determine pricing, investigating scalability of product in order to propose client environments and developing a costing spreadsheet to determine the cost in each of Navitaire's 3 data centers. Within 6 months Navitaire had increased from 1 to 5 hosted customers.

Additional responsibilities included
- Writing detailed cost benefit analysis.
- Acquiring project executive sponsorship.
- Standard project management tasks such as project planning organization and tracking, day-to-day management of project resources, and communicating regular project status to the project team and client.

NAVITAIRE   **Minneapolis, MN**
Senior Systems Engineer   *Sep 2000 – Sep 2002*
- Team Lead for the Unix Administration Team which was responsible for administration of over 1000 UNIX workstations and 150 UNIX servers globally.
- Responsible for coordinating new projects (cost benefit analysis, installations, upgrades, etc.) which require Unix Network Administration resources.
- Customer service related to Navitaire clients including planning for downtime, resolving conflicts caused by un-planned downtime, and general day-to-day client communications.
- Installation and operation of HP OpenView Network Node Manager, Vantage Point Operations, Measure Ware Agent, and Reporting Agent for the Navitaire environment.
- Writing proposals for upcoming hardware needs of the company, including backup systems in Sydney, Australia and Manila, Philippines, and several servers for clients around the world.

PRA SOLUTIONS   **Minneapolis, MN**
Systems Engineer   *Jun 1998 – Sep 2000*
- Responsible for day-to-day UNIX workstation and server administration for the PRA Solutions internal and client environments.
- Conversion of 1000 Sun Ultra 5, Sparc Classic, Sparc 4, Sparc 5 workstations, and 30 Sparc 10 Servers from Sun OS to Solaris 2.5.1 using Jumpstart™.
- On-site client support for 350 users.
- Performing required Y2K upgrades on Sun hardware.

- Moving the entire business network and computer infrastructure to a new office. Had an instrumental role in design and setup of the server room including electricity and data locations, equipment locations, and server rack contents.
- Installation of new clients including all network, server, and workstation hardware, and software.
- Setup and operation of a Legato™ backup system for the PRA development environment. This included the planning of system requirements, backup schedules, and disaster recovery.

HUGHES INSTITUTE   **Roseville, MN**
Junior Scientist   *Feb 1997 - Jun 1998*
- Responsible for a team of 3 people performing testing of developmental anti-cancer compounds.
- Ensured that all tests were performed accurately and on time.
- Performed advanced biological assays to test developmental anticancer compounds. Assays included advanced forms of microscopy, flow cytometry, biochemical assays, and irradiation methods to test the ability of cancer cells to survive in the presence of the developmental compounds.
- Recorded the results of all testing and reported these results to the company.

Additional Experience and Volunteering

Utah Ski Mountaineering – President – Park City, UT: July 2012 to present – www.utahskimo.org
- Helped form Utah Ski Mountaineering, Inc.
- Mission: To advance the safety, skills and sport of ski mountaineering in Utah, and provide events of competition, education and sportsmanship for growing a community of human-powered skiing and snowboarding.
- Applied for and was granted 501(c)(3) status, organize a 14 race ski mountaineering series, work to develop a youth ski mountaineering program in Utah, work to increase participation in ski mountaineering.

Wasatch Powder Keg Race Director – Park City, UT: December 2007 to present
- Race director for the largest ski mountaineering race in North America.
- This involves running a small business that organizes, promotes, and finances the annual race.
- The race has an annual budget of ~$22,000 and has 50 volunteers and over 300 racers from around the world.
- In 2014, the race was 1 of 3 International Ski Mountaineering Federation sanctioned races in North America and hosted the North American Ski Mountaineering Championships.

US Ski Mountaineering Board of Directors – 2012 to present
- As a board member I am responsible for assisting with budget creation, creating race rules, creation of race director race guidelines, and provide advice for the active officers around the direction of the USSMA

US National Ski Mountaineering Board and Team Coach – 2013 to present
- I was the coach for the 2013 and 2015 US National Ski Mountaineering Team at the 2013 World Ski Mountaineering Championships in Pelvoux, France and 2015 World Ski Mountaineering Championships in Verbier, Switzerland
- Duties included organizing team travel, coordinating race registrations and licenses, working with the team to determine which events each racer participated in, providing coaching

assistance for junior racers around form and technique, coordinating all international logistics (hotel, transportation, meals, etc.), providing daily team updates to courses and course conditions, providing daily social media updates on the Teams results.

dZi Foundation Volunteer - Ladakh, India: September – October 2007
- Travelled to remote villages in Ladakh teaching public school children about health and hygiene and gathering recommendations for future dZi Foundation projects.
- Spent 2 weeks working in dental clinics organized by the dZi Foundation and Himalayan Dental Relief Project for school children in and around Ladakh. This work included setup and take down of the clinic in 2 locations and working with the dentists as a dental assistant.

South East Asian Travel - Nepal, China, India, Thailand: January – July 2002
- Philanthropic work, learning, and personal advancement.
- 60 days of trekking through the Himalayas including the Mount Everest and Annapurna regions.

Graduate Teaching Assistant - North Dakota State University, Fargo, ND: August 1995 - February 1997
- Taught Introductory Microbiology Laboratory.
- Assisted in teaching Pathogenic Microbiology Laboratory.
- Assisted in teaching Animal Tissue Culture Laboratory.

Education & Hobbies

- North Dakota State University, Fargo, ND - Masters of Science, Microbiology, May 1997
- North Dakota State University, Fargo, ND - Bachelor of Science, Biotechnology, May 1995
- International travel, backcountry skiing, ski mountaineering, mountain running, mountain biking, road biking, cooking