

Tyronne Milton, ITIL V3, HP CSE

498 Ashford Street
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Phone: (718) 395-5949

Email: tyronne.milton@gmail.com

Hiring Manager

RE: Senior Director, Infrastructure/Operations Role

Dear Hiring Manager:

I was pleased to learn of your need for an Senior Director, specializing in Infrastructure/Operations Management.

As per the description, you are seeking an experienced and educated candidate with demonstrated leadership and skill set. Based on my previous and current work experiences, I believe I offer you all of the qualifications listed in your job posting and can become an immediate contributor to your team.

As my resume illustrates, I possess the track record, technical knowledge, and expertise to effectively:

- Leverage and initiate best practices; adhering to ITIL Foundations and Service Management methodologies including leading discussions toward determining root cause of known issues; collectively coming to consensus toward remediation.
- Design, develop, deploy, and support various technologies including Highly Available Enterprise Storage Solutions, Physical and Virtualization Server Platforms, and Network Infrastructure to mitigate unplanned outages by leveraging multi-site colo or managed datacenters, and/or working with Business Continuity and Recovery Services providers such as IBM or SunGuard.
- Responsible for reviewing support models and current vendor/partner portfolio and recommend strategies to avoid cost and mitigate risk, including negotiating renewals or agreements; strategizing 3 to 5 year plan for infrastructure technology and software upgrades; effectively better managing the assets.
- Seek and employ opportunities to streamline operations by enhancing monitoring, leveraging various automation technologies to prevent unplanned outages, ensure delivery of needed environments and ultimately reduce human error, allowing the team to focus on enhancements and projects vs. issues.
- Lead a large team of engineering and operations staff resources, as well as dedicated "tiger teams" to effectively achieve desired project goals using PMI methodologies; all while providing the right mixture of coaching, mentoring and hands-on support; working in the trenches to boost morale and serve as a role model for work ethic.

My most recent experience allowed me acquire exceptional experience which would enable me to identify and apply the best of breed solutions; whether it is functional process related or specific technology tools or techniques. My experience has also helped me shape the unusual talent for turning challenges into solutions that can yield beneficial results at a lower cost.

I would be pleased to provide you with more information and specific examples when we have the chance to meet. I can be contacted at (718) 395-5949 or via email at tyronne.milton@gmail.com.

Thank You for considering me for this role.

Sincerely,

Tyronne Milton

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SUMMARY:

Over **fifteen years** of IT **Infrastructure** Engineering and Operations **Team Management** with hands-on experience, with an extensive knowledge of hardware and software, including a mixture of **Windows, UNIX, RedHat and Suse Linux** system administration, Scripting and Automation, **HP 3Par, EVA** and **NetAPP Enterprise Storage Deployments** and **project management**.

CERTIFICATION

ITIL Foundations V2 & V3

HP CSE (Certified System Engineer) Specializing in High Availability and Security

SKILLS:

PROCESS

ITIL

Foundations V2
Foundations V3
Service Management

Kepner Tregoe

Resolve (RCA)

Dale Carnegie

Leadership

Corporate Executive Board

Leadership Training

Ken Blanchard

Situation Leadership I

Situation Leadership II

HARDWARE

HP Superdome (PA/IA)
HP 9000 - RP, RX Series
IBM AIX P5/P7 Systems
HMC 7.7
Oracle/Sun T2000
Sunfire V240

IBM HS21/HS22 Blades
Dell M620 Blades
HP BL and C-Class Blades
HP DL G6/G7 Series
Dell PowerEdge Series
Cisco UCS

HP 3Par S, T and V Series
HP EVA 4K, 6K, 8K Series
NetAPP VSeries, V-Filer
NetAPP FlexPod
EMC DMX, Symmetrix, Clarion
IBM F Series

SOFTWARE

HPUX, AIX, Solaris
Windows 7, 2008, 2012
Linux (RedHat
Enterprise, SUSE Linux
Enterprise, Oracle Linux,
CentOS),
Apple IOS, Android
VMware ESX 4.X, 5.X,
OVM/XEN 2.X, 3.X

Vcenter Ops Manager
CA SOI, VAIM, Wiley APM
MS SCOM 2007/2012, WSUS
FLexera, Snow, CA ITAM
HP SIM, Dell Open Manage
Oracle RAC DB 11GR2
PuppetLabs, CfEngine,
Autosys, Tivoli/Maestro
MS Visio, AutoCAD

NetAPP OnCommand Insight
NetAPP Snap Technologies
HP Remote Copy, Adaptive &
Dynamic Optimization
Virtual Copy
Microsoft DAG
Zerto Disaster Recovery
Spacewalk Linux Management

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EXPERIENCE:

CBS Corporation, New York, NY

January 2008 – October 2014

Sr. Manager of Infrastructure for RedHat and Suse Linux, VMware ESXi, Unix, Storage, Monitoring and Infrastructure Solutions Architecture and Design

Additional responsibilities added: Storage Engineering & Operations, *NIX and Windows Engineering, Monitoring, and Infrastructure Solution Design.

Managerial Responsibilities

- Management of a team of 21 engineers (including four contractors) spread across the US and abroad.
- Responsible for recruiting, hiring, developing training plans, perform coaching, mentoring and performance management of team members (including providing individual and personalized evaluations).
- Worked with Project Management, Developers and Product Managers, to ensure sufficient resources were assigned to work efforts, and participated in demand planning activities to ensure appropriate coverage.
- Leverage PMP Methodologies, such as Agile, to facilitate daily scrum meetings, and track progress of projects and review any gaps in expected deliverables.
- Performed monthly and quarterly reviews with vendors to discuss quality of support and to close any gaps discovered.
- Instituted lifecycle management strategy which included reviews of our service agreements for software and hardware and performed asset management to mitigate unnecessary costs by ensuring compliance.
- Lead planning initiatives to determine root cause to issues and coordinated with various towers to implement remediation plans.
- Contributor towards direction of technology implemented to solve common problems spread across 19 business units, which includes, but not limited to, simplifying the solution stack.
- Provided leadership for crafting departmental policies and procedures and responsible for ensuring OLA as well as SLA for our internal and external customers.
- Responsible for enforcing all Sarbanes Oxley, SAS70 and infrastructure and datacenter compliance standards.
- Provided weekly reports to SVP management to report on the health and state of the environments supported and progress on important initiatives.
- Reviewed business continuity plans to ensure applications not presently deployed in our business resilient infrastructure could be successfully recovered.
- Routine travel to meet with team members, leaders from our business units and with business partners across the country.

Engineering and Solutions Design

- Designed and deployed a Unified Storage Platform and retired the legacy disparate storage solutions **to reduce cost and management complexity.**
- Introduced storage technologies such as **Peer motion** and **Clustered Data OnTap** (HP-3Par and NetAPP respectively) to help enable storage virtualization and mitigate server outages for simple maintenance
- Deployed **Spacewalk** to further aide in the management of the Linux environment.
- Reviewed various blades solutions and made recommendations for our **Converged Network Infrastructure** for the new Datacenters.
- Recommended NPAR config for the Oracle RAC solutions on Blade and successfully implemented them.
- Re-Designed and implement the Oracle Single Global Instance (Oracle Insight) **E-Business Suite** and **RAC DB Solutions** on a variant of Red Hat Linux to replace legacy UNIX systems dedicated to specific business units to provide a shared service in order to reduce overall support cost across nineteen business units.
- Implemented Oracle Based solutions include **E-Business Suite, Oracle RAC DB with ASM/OCFS2, Oracle Data Guard, Active Data guard and Oracle Golden Gate**
- **Written SQL** scripts for DB platforms such as **Oracle, PostgreSQL and MySQL DB** with a focus on performance and capacity reporting.
- Created **ESXi 5.X VMware templates** for **Red Hat builds** and deployed **RHEL on XEN (Oracle OVM)** where it was required to ensure full certification and support by Oracle for their Application and Database tiers.

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- Designed solution to eliminate the need for **Business Continuity** exercises at IBM, by leveraging **replication technologies** on our enterprise storage solutions in addition to **VMware Replication** and **Site Recovery Manager**. Routinely reviewed **DRS policies** and **SVmotioned** VM to different storage arrays when needed.
- Deployed **Virtual Center Operations Manager** and **Hyperic** to better manage our growing VMWare and physical blade environments and facilitate internal/private cloud.
- Deployed **Oracle Enterprise Manager** to provide better insight into Oracle APP and DB related issues.
- Deployed **Dell Open Manage** Infrastructure Monitoring to proactively report on HW events.
- Reviewed, selected and implemented products for use for everything from **Asset Management**, to **Zerto Replication** which is actively used today.

Enhancements and Process Improvement

- **Implemented ITIL and PMI processes** to ensure that solutions and services being provided were compliant with industry practices.
- Received training via Kepner Tregoe which helped lead to better Root Cause Analysis discussions to help foster precise problem determinations and facilitate preventative measures by incorporate findings in future designs.
- Created the “Event Escalation Process” used by the 24x7 Operations team and Helpdesk to escalate events detected by our monitoring solutions. This reduced the number of false alarms by 75% and fostered greater awareness of critical business processes and partnership with the business community.
- Deployed build servers for Red Hat Enterprise Linux, Oracle Linux and Suse Enterprise Linux to facilitate faster builds on physical or virtual infrastructure. This allowed us to retire legacy Unix based, AS400 and Mainframe solutions.
- Assisting in the planning of another datacenter migration via the use of the new storage and virtualization technology procured (Zerto, VMware 5.5 SRA/SRM, Snap Mirror and Remote Copy).
- Responsible for ensuring Sarbanes Oxley compliance (user ID, access, separation of duties) on infrastructures supporting CBS; working in conjunction with Governance, Risk and Compliance team.
- Written various scripts in Perl, python and shell to prepare and produce reports for SOX, foster automation of repetitive processes and incorporated Autosys to schedule vs. cron, so jobs could be tracked and reported on by the 24x7 Operations team.

Manager of Unix/Linux Engineering/Operations for HPUX, AIX, Solaris, RedHat, Oracle & SUSE Linux.

Engineering and Solutions Design

- Responsible for systems and management of resources in Los Angeles, Atlanta, and New York
- Initially managed a group of four engineers; this grew to ten engineers within three years.
- Recommended, configured and deployed **Puppet** to manage the growing Red Hat variant of Linux distros in our environment
- Deployed **OSSEC HIDS** and **Fail2Ban** on internet facing systems to further enhance security and protect IP.
- Recommended numerous changes to existing environments to conform with best practices (e.g. **Oracle ASM** vs. **OCFS2**, File system layouts conforming to Unix; monitoring thresholds and escalation process)
- Design solutions to replatform and retire older application solutions and systems on commodity X86 hardware.
- Deployed Warehouse Management Solution from Manhattan Associates onto **IBM P750 AIX** Servers with **VIO** to achieve resilience via **Partition Mobility** between four frames.
- Defined the Standard OS, Storage and Software Stacks for the Service Catalogue to ensure strategic alignment
- Designed and received funding to retire various disparate storage solutions to consolidate onto two platforms (NetAPP and 3Par) to streamline our portfolio and simplify storage management.
- Upgraded **IBM Tivoli Netcool** and replatformed from **Solaris 10** to Linux on commodity X68 Hardware.

Operations and Process Improvement

- Restructured vendor support agreements and contracts across the CBS Business Units to reduce OPEX
- Centralized the management of support agreements to make CBS IS&T responsible going forward
- Negotiated 3rd party support for legacy HW to further reduce OPEX and ensure support for aging equipment Such vendors include Procurri, AVNET, and CSU Industries to name a few.

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- Being ITIL certified, championed change management policies such as “standard changes” to help keep the business running by having ability to react to warnings regarding disk space, e.g.
- Helped to create a custom home grown Bare Metal Recovery solution to recover our Red Hat Linux based Oracle Financials environment at one of two Business Continuity Recovery Services Centers. The solution was based on experience with AIX and HP-UX recover procedures.
- Hands-on participation with the Semi-Annual Disaster Recovery exercises, recovering environments in VMware, HP-UX, AIX, and Linux via custom Bare Metal Recovery Process as well as via CommVault One-Touch.
- Successfully helped moved two datacenters to new facilities with no unplanned outages or events.

Barnes & Noble Inc., Westbury, NY

April 2000 – August 2007

Team Lead/Unix Engineering for HP-UX, AIX, RedHat, Suse Linux and Storage

Engineering and Solutions Design

- Designed and implemented HP-UX and AIX disaster recovery procedures for in-house and offsite.
- Designed “home-grown” High Availability solution for AIX systems in lieu of HACMP.
- Deployed **BMC Suite (Patrol, Predict, Precise, and Visualizer)** for Oracle and Unix to monitor and capacity management.
- Introduced/Deployed SUSE Enterprise Linux and Red Hat ES as a cost effective platform for some apps.
- One of first to pilot Aduva Onstage for all software and patch management of all Linux platforms
- Configured **Linux Kickstart** and Unix **Ignite/NIM** for Patching and OS deployments on Physical or Virtual Infrastructure.
- To enhance systems response times, recommended and implemented aggregated LAN interfaces and use of Power Path over multiple HBA interfaces.
- Took full advantage of **EMC SRDF** technologies to allow automated recovery of all HP-UX production systems at our DR facility. The “technology” that I introduced allows us to recover the entire HP environment in 4 vs. 32 hours
- Provide leadership to Unix Systems Administration team; assign tasks to meet company objectives.
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Senior Unix Administrator of HP-UX, AIX, RedHat, Suse Linux and Storage

Operations and Process Improvement

- Proposed and coordinated transfer of Level 1 administration tasks to Service Center, using E-Trust for UNIX and Linux, in addition to Restricted SAM (HP) & SMITTY (AIX), while still maintaining Sarbanes Oxley compliance.
- Hands-on HW and OS support for Windows **Integrity Superdome**; carving out nPars. (Prod, Dev, QA)
- Created centralized Software Repositories for HP-UX and AIX (Ignite Depot and NIM Spot, respectively)
- Designed a corporate IT strategy for proactive response to imminent HW failures.
- Implemented **HP SIM** and **IBM HMC** to manage HP systems and send out notifications to 24 x 7 Operations
- Designed and maintained HP Service Guard Clusters to protect business critical applications
- Migrated all HP and AIX systems from Fiber attached **EMC 8830** to **DMX 2K** then to **DMX 3K** successfully.
- Deployed Mission critical Servers to **HDS - XP1024 Storage** to ensure reliability and consistent performance.
- Assisted in migration from “port” to “soft” zoning, and in balancing loads across FA’s on Symmetrix
- Primary contact for all HP UNIX support issues. Secondary for IBM AIX systems.
- Provide systems tuning and testing to allow systems to achieve SLO and holiday goals.
- Configure WLM on HP to migrate resources when needed to achieve SLO.
- Successfully configured 8 vPars on UNIX Superdome, fully making use of all resources for corporate apps.
- Successfully **created LPARs** on our **P570 and P595** (Squadron) systems including the creation of virtual networks to enhance communication between the LPARs.
- Successfully **upgraded OS/Firmware** revisions on both of our **HMC**, to support enhanced functionality

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TRAINING

Dale Carnegie Management (2.4 CEUs)
Ken Blanchard Situational Leadership II
Kepner and Tregoe (KT Resolve)
Corporate Executive Board Training for Leadership
ITIL Foundations V2 and V3
HP 3Par StoreServ Management and Remote Copy Data Replication
Netapp Clustered Data OnTap Implementation and Administration
Cisco UCS
HP-UX & AIX System and Network Administration
RedHat Linux and Suse Linux Administration
Windows System Administration
IBM Mainframe with LPAR running SUSE Linux

EDUCATION:

Brooklyn Technical High School, Brooklyn, NY
Regents Diploma in Electrical Engineering and Science

College of Staten Island, Staten Island, NY
Bachelor of Science in Electrical Engineering
Bachelor of Science in Physics.
Minor in Mathematics.

WEBSITES:

tyronnemilton.com
[www.linkedin.com/profile/view?id=Tyronne Milton](http://www.linkedin.com/profile/view?id=Tyronne+Milton)

REFERENCES:

Contacts and tangible examples of work and projects provided upon request.