Bobbye G. Benson II

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Profile

I am an experienced team builder and culture creator who creates accountability and ownership among my leaders and teams. I make enterprise-level, data-driven decisions by aggregating SME knowledge, industry trends, and the business's current budgetary and technological needs. I am skilled in developing cross-departmental collaboration to promote the organization, personnel, and management. I am well versed in tracking and responding to governance items like SOX, FRB, Cyber Assessment, and Internal audit requests. I possess multiple technical certifications with a Bachelor of Science in Business Management and a Master of Business Administration.

Business Skills Summary

- Negotiation
- Leadership
- Team Building
- Culture Building

- Business Process Improvement
- Program Management
- Personnel Management
- Entrepreneurship

- Managed Services Provider Mgmt.
- Budgeting and Planning
- Business Requirement gathering
- IT/Target Operating Models

Technical Skills Summary

- Cloud Computing
- MS Active Directory
- ServiceNow (ITSM)
- SD-WAN
- VoIP Management

- Cybersecurity
- Network Troubleshooting
- Data Management
- M365 & Collaboration tools
- Patch & Vulnerability Management

- Remote computing solutions
- SolarWinds Monitoring
- IT Service Management
- VMware ESX administration
- Change Management

Professional Experience

TECHNOLOGY: DESIGN/IMPLEMENTATION/MAINTENANCE

- Coordinated Microsoft, Network, and Telecommunication concerns for four business acquisitions
- Active Directory remediation post-merger/acquisition
- Experienced in supporting multiple 24/7 mission-critical application environments
- M365 Rollout and end-user adoption strategy and implementation
- Designed Cloud First strategy with Microsoft Azure & Amazon Web Services
- Meraki Teleworker and Corporate Wi-Fi implementation
- Scoping and implementation of Symantec Altiris patch management solution
- Program management of Software-Defined Wide Area Network (SDWAN)
- Program management of Desktop Modernization effort with Microsoft InTune/Autopilot
- Logical Access Management Program to identify and remediate PCI/PII data in non-production environments
- IT Service Management utilizing the Service Now platform

COMMUNICATION: REPORTS/PRESENTATIONS/DOCUMENTATION

- I am well versed in functioning as a Program Manager with multiple teams that do not directly report to me.
- I am experienced with the creation of Target Operating Models through a standard As-Is to To-Be process.
- I guide my teams in creating weekly business as usual tasks and project status reporting to senior management.
- Gaining consensus and extracting project requirements from key stakeholders and executive management is a skill I possess.
- Prepared project proposals with cost-benefit analysis, return on investment statements, and business impact statements
- Provided detailed network configuration, operational, and turnover documentation via MS Word & MS VISO
- I set the standard and expectation for creating detailed operational manuals for junior staff and co-workers to ensure business continuity if key technical personal was unavailable or as a disaster recovery method.
- I communicated complex technical concepts to executive staff in layman's terms to facilitate business steering processes.
- I create engaging Microsoft PowerPoint and Word documents to relay information during presentations effectively.

INTERPERSONAL SKILLS/ MANAGEMENT/PROBLEM SOLVING

- ◆ I have developed a strong skillset in personnel management and productive conflict resolution. Capable of executing active listening techniques and clear, assertive communication in high-stress situations

- ◆ I have managed medium to large-sized teams of technical and non-technical professionals to include the implementation of daily reporting and metrics, workforce management, conducting hiring, firing, and annual reviews.

- ◆ **Certificate of Commendation**,
  - o Awarded for superior performance as a computer repair person, provided the Marine Expeditionary Commander with a cost avoidance of over $700,000 in operation and maintenance funds

- ◆ Awarded the **Navy and Marine Corps Achievement Medal (NAM)** to create and deploy an efficiency enhancement of the mission-critical deployment of IT assets via remote pickup and delivery, thereby reducing the sufficient working hours required for the submission and return of IT assets. Effectively decreasing the repair cycle by seven days per asset.

Employment History _____

2016 – Current   WESTERN ALLIANCE BANK   Phoenix, AZ
Regional Commercial Bank - $80 Billion in assets – 3500 Employees
DEPARTMENT HEAD - RELIABILITY OPERATIONS CENTER
I was able to Uphold the WAL Company Values & Culture while effectively leading and developing a team by building the Reliability Operations Center as a functioning tower under Tina Lovoy. My field of responsibility spans eight areas, including; NOC Level One Monitoring Response, NOC Level Two Server Operations, NOC Level Three Network Operations, IT Service Management (Incident, Problem, & Change Management), Application Reliability, Release Management, Hardware & Software Asset Management, and Deloitte CMS Operational oversight.

- ◆ I developed five of my eight areas from their foundations to fully functioning IT Business Operations units.
- ◆ I took a logical approach to develop a clear objective for each department and creating structure in the processes around what we do.
- ◆ I commissioned and oversaw the creation of detailed work guides and procedures to ensure my teams consistently performed our BAU duties.
- ◆ I determined what performance indicators should be measured and then captured the baseline for the metrics on how we measured our effectiveness.
- ◆ I provided the reporting structure and routines for communicating our efforts to senior management via a Monthly Operations Review Deck.
- ◆ In my three additional areas of control, I performed assessments of the current state and have worked to fill in the missing pieces of the department build process I defined above.
- ◆ I also crafted an MS Powerpoint presentation detailing my organizational structure and our areas of responsibility for dissemination to the business units that depend on my teams for services.
- ◆ I installed confidence in my customer base and discovered what services the team was doing well and the areas we could improve.

VP OF TECHNOLOGY
Reporting to the CTO, I developed technology integration across technology and business partners for IT Modernization, Mergers & Acquisitions, Infrastructure, Architecture, Engineering, Budgeting, Staffing, Purchasing, and contract negotiations.

- ◆ Directed and coordinated extensive efforts to devise, implement, and operationalize repeatable processes and procedures for IT governance tasks in a company experiencing explosive growth.
- ◆ Demonstrated experience leading technical staff, managed services provider, and contract resources.
- ◆ Successfully managed six technology disciplines ranging from Microsoft core services, MS SQL DBA, Telecommunications, Networking, Patching services, and IT Facilitates management.
- ◆ I reduced technology-related outages and incidents related to the server, network infrastructure, and application from 30+ per month to two per quarter in nine months.
- ◆ Responsible for maintaining knowledge of relevant technologies, industry standards, and benchmarks such as FFIEC and ITIL
- ◆ I served as the executive sponsor on an MS SQL environment reporting, automation, and cleanup effort to reduce the daily operational load on database engineering and administration staff.

- I served as the executive sponsor to select and deliver the Calabrio call recording and monitoring system of the internal call center.
- I served as the executive sponsor on implementing the Meraki wireless networking with Cisco ISE as an access control mechanism network-wide.
- I served as the executive sponsor on the network remediation of 53 branch locations and 7 Headquarters locations to include a hardware inventory, documentation, and re-IPing of the entire corporate network.
- I served as the executive sponsor on the deployment of O365/M365 in a highly regulated and secure financial environment

AVP OF INFRASTRUCTURE ARCHITECTURE & ENGINEERING

- I assumed a leadership role in the cleanup and elimination of technical debt after multiple mergers and acquisitions in a high pace environment.
- Implemented and documented procedures and policies in a rapidly growing immature environment
- I displayed a strong knowledge of the technology infrastructure requirements and components of local and wide area networks, communication protocols, data storage methods, data center design, client devices, and security.

2015 – 2016   OPENSKY CONSULTING (WESTERN ALLIANCE BANK)   Phoenix, AZ
SR. INFRASTRUCTURE ARCHITECT

- We performed an in-depth analysis of existing Microsoft core services to complete documentation and make best practice recommendations.
- We migrated stragglers from 5 legacy domains into the consolidated corporate forest and removed bi-directional trusts.
- Developed a detailed project tracking mechanism for remediation tasks and utilized it to implement the client's desired changes following industry best practices.
- I documented the existing Microsoft Windows domain, network IP spaces, and telecommunication needs.
- I presented concise, quickly understood reporting on the environment to executive management with my suggestions
- Delivered all expected remediation tasks on time or ahead of schedule.

2014 – 2015   VHLTEK (HONOR HEALTH HOSPITAL) – CONSULTANT   Phoenix, AZ
Healthcare Conglomerate - Six hospitals in Phoenix and Scottsdale, Arizona – 19,000 Employees
VIRTUALIZATION ENGINEER

- Helped to drive the technical merger of John C Lincoln and Scottsdale Health to form Honor Health
- I led the technical effort to migrate from Citrix XenApp 6.5 to Citrix XenApp 7.6 on a new Cisco UCS platform.
- Provided application configuration and migration in the form of DSN management, SQL and Web Head documentation, VLAN requirements, and JAVA version issues resolution
- VMware 4.1, 5.1, and 5.5 vCenter management to include Storage and Compute vMotions during a migration, Monthly snapshotting of servers before patching, VMware tools updates, and troubleshooting of downed or under-performing servers.
- Participated in Unix to Windows integration of network shares through EPIC Hypercare EMR system
- Active Directory management at various levels (Site replications issue, FSMO role clean up, PowerShell reporting of unused accounts)
- Participated in the preparation and processing of a Microsoft SQL RaaS of the existing SQL environment

2013 – 2014   T-SYSTEMS NORTH AMERICA   Phoenix, AZ
Information and communication technology services to large and midsized multinational corporations $340.20 Million in Annual Revenue
WINTEL SENIOR SERVER ENGINEER LEVEL III

- I Functioned as a technical lead, providing managed services to the automotive, health care, and financial industries.
- I provided my in-depth knowledge of Active Directory, DNS, Windows Server 2008 and 2003, and VMware ESX/vSphere.
- Provide a daily representation of the WinTel team at the client and operational meetings to discuss ticket queue levels, Root Cause Analysis forms, and pending projects.
- Daily Xenapp server administration and farm maintenance to include XML Broker, desktop director, and Web Interface troubleshooting.

- Proficient and comfortable with interacting with vendors and third-party application tech-support to resolve incidents.
- I created Wintel Team documentation, such as customer diagrams, procedures, and system inventories/databases.
- Perform complex root cause analysis and provide solutions for problem resolution and future mitigation.
- I displayed extensive server configuration experience on HP and Dell servers.
- Experience with Microsoft Clustering in a Microsoft SQL environment.
- VM guest Adds|Moves|Changes
- I was responsible for the performance of migrations from physical client environments into the T-Systems Virtual datacenter.

2011 – 2013   AVANADE (FREEPORT MCMORAN) - CONSULTANT   Phoenix, AZ
International Mining Company – One of the world's leading producers of gold and copper – 27,500 Employees
SYSTEMS TEAM MANAGER

- Though I started as an engineer, I was promoted to a management position where I managed 23 technical professionals in an onshore/offshore global computing environment that spanned ticket queue and project management for Citrix, VMware, SolarWinds Monitoring, and WinTel environments.
- Prepare engineering analysis of projects including preliminary design, calculation, lifecycle costs, and equipment selection
- Install, maintain, and troubleshoot system software, hardware, and related infrastructure
- Maintain and support the company's infrastructure platforms and systems to ensure the highest availability while reducing the impact of incidents
- Conduct in-depth evaluations, diagnosing, troubleshooting, and resolving a wide variety of technical issues.
- Advocated, trained, and provided technical support on new technologies.
- Implementation of systems, including the advisement of clients and providing work guidance to implementation and development teams.
- Completed server build procedures regarding design and implementation of hardware, software, and systems.
- Manage system upgrades, enhancements, migrations, integration, and releases of new software to QA, production, and disaster recovery environments and resolve any technical or business needs
- I drove the development and implementation of a High Availability / Disaster Recover Solution for a 1500+ server environment.

2010 – 2011   EVOLVER INC. (2010 US CENSUS)   Phoenix, AZ
WIN-TEL SYSTEM ADMINISTRATIVE LEAD

- Proactively work with application monitoring resources to ensure service/system security.
- Follow and support in place incident and change management processes.
- Able to document best practices and operational procedures.
- Strong knowledge of working with Active Directory in a multi-domain environment
- Perform Microsoft Windows 2003 system administration, installation, upgrades, patching, tuning, and troubleshooting
- Strong knowledge of Backup Exec administration, installation, upgrades, tuning, and troubleshooting
- Strong knowledge of Application server administration, installation, upgrades, tuning, and troubleshooting
- Strong knowledge of Print Server administration, installation, upgrades, tuning, and troubleshooting
- Strong knowledge of DNS Server administration, installation, upgrades, tuning, and troubleshooting
- I exhibited excellent verbal and written communication skills to write concise, accurate, and readable technical documentation and reports.

2006 – 2011   EVERMIST TECHNOLOGIES, LLC   Peoria, AZ
OWNER/MANAGER

- Working independently on a day to day basis visiting customer sites for either scheduled maintenance or on an as-needed basis. Analyzed existing network infrastructures and made recommendations to in-house IT staff, also provided Level 3 support on complex issues.
- Interfaced with third party support, vendors and attended various meetings related to computer technology.
- Researched, proposed, and implemented new technologies and provided end-user training, as dictated by root cause analysis and business needs.

- ◆ Developed a strong understanding of Networking technologies (Cabling, Ethernet, switches, firewalls, VPN, DSL, etc.), work with Intel-Based desktop & Laptop Hardware, Basic Printer Maintenance & Support. MS VB Scripting/PowerShell

Prior – 2006   Additional work history available upon request   Peoria, AZ

Education

2019 – 2020   GRAND CANYON UNIVERSITY   Phoenix, AZ
MASTERS OF BUSINESS ADMINISTRATION
- ◆ Masters of Business Administration with a focus on financial industries

1999 – 2001   UNIVERSITY OF PHOENIX   Phoenix, AZ
BACHELOR OF SCIENCE IN BUSINESS MINOR IN E-BUSINESS
- ◆ Management of Information Systems personnel with a focus on E-Business

Certifications Obtained	VMware Certified Associate Workforce Mobility	VMware Certified Associate – Cloud
	VMware Certified Associate – Data Center Virtualization	Interconnecting Cisco Network Devices v22
	Dell Certified System Expert	
	A+ Certification	Microsoft Certified Professional