

Lee Evans

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Executive Summary

I help companies solve significant operational problems. Typically, these are problems that require strategic planning, governance, and technical / business acumen in order to achieve the objectives laid out by the executive team. I advise leadership teams and project sponsors to ensure the right balance between vision, strategy, and tactical execution.

Because of my extensive experience in Management Information Systems (MIS), which includes serving as a practitioner and subject-matter-expert in many sub-disciplines of technical engineering, I am able to provide leadership in organizing an initiative around a given objective, determine a strategic approach, create an action plan to get from current state to a desired end state, establish a governance methodology and oversee the execution of these activities through to the completion of objectives. My areas of expertise are:

1. Building effective and high performing service organizations.
2. PMO creation and governance.
3. Systems implementation (systems engineering).
4. Team building and mentoring.

Over the course of my career, I've done a considerable amount of work for privately-held companies in a variety of verticals. I do most of my work as a trusted adviser on a fee-for-service basis. For confidentiality and privacy reasons, I do not reveal my past employers or clients to the public. I am perpetually seeking opportunities to leverage my experience in exchange for challenging and interesting work.

Experienced with companies that are:

1. Startups.
2. High Growth.
3. Turnarounds.

Specialties: Enterprise Architecture, project management, ITIL, Server virtualization, Infrastructure as a Service, data center, planning/architecture, business solutions, networking, systems design, vendor relations, disaster recovery, business continuity, and process improvement.

Proposal

I look forward to having an informational meeting to discuss your vision and the contributions I will be able to make. I am also available to do this work as a trusted advisor on a fee-for-service basis. This allows you to access me on an on-demand basis and results in a variable cost for your business. If you are

Select Engagements

interested in exploring this option, I can prepare a quarterly Master Service Agreement (MSA). See terms and conditions.

IT Consultant, LeeWare Development Consulting¹ Chicago, Illinois — 1988 - Present

Role: Independent IT Consultant - MIS / SE

Engage with technology companies mainly MSPs, to provide professional services in the areas of advisory consulting, project management, and execution. Leverage PDCA methodology for service improvement of existing IT operations. Provide strategic and tactical support for WAN/LAN datacenter infrastructures. Engage with CxOs and business owners to understand and resolve common IT pain points. This includes addressing unstated and peripheral IT needs.

Technology footprint: Customer is co-located in three Internet Data Centers. There are two data centers in IL and one in VA. The firm has two business offices and is about 50 employees in size and growing.

Technology Portfolio: Customer leverages the following technologies for service delivery: Cisco Routers, SonicWall E Series, EMC SANs, NetApp SANs, Nimble SANs, Dell M1000E Blade Enclosures, Dell R Series Hardware, Dell PowerConnect for Top Of Rack switching, Dell M8024k, and Dell Force10 for 10 Gbps connectivity. VMware vSphere 4.x and VMware 5.x. 150+ ESXi hosts and more than 10,000+ VMs. My client provides hosted IaaS and DaaS solutions. I spend 50-75% of my time planning and 25-50% executing on planned initiatives. My work is 95% telecommute and 5% IL data center work. This is a Strategic Technical Operations engagement.

Professional Service: Audit and document IT infrastructure, processes, and procedures. Make recommendations and develop improvement plans to correct and mitigate identified risks and variations. Create documentation standards. Establish repeatable processes to reduce human error. Streamline workflows to improve efficiency. Create and publish Methods of Procedure (MOPs) for infrastructure and operational tasks. Work with technology vendors to resolve standing issues. Strategically engage with executive level stakeholders on compute, storage, network capacity expansion, and special IT projects for internal and customer facing services. Tactically engage to execute actions towards defined initiatives.

Accomplishments: Completed over 500+ deliverables and multiple projects.

Results: Successfully completed objectives outlined as part of the technology roadmap. Created a foundation that will allow the business to meet its near and medium term operational objectives.

IT Specialist/Networking, LeeWare Development Consulting Chicago, Illinois — 2014 - Present

¹ <http://www.leeware.com>

Role: Independent IT Consultant - IT Specialist/Networking

Technology footprint: Customer has a business office that acts as an aggregation point for more than 900 medical centers located around the country to transmit medical and billing related data. The firm is 20 employees in size.

Technology portfolio: Customer leverages the following technologies for service delivery: Outsourced Internal IT infrastructure (Active Directory, File, Exchange, Applications, and Desktops) to a cloud provider. Outsourced telephony to a phone vendor. AMS Billing Software, Medtronic Pacerart System, Philips Holter Monitoring Software and Scott Care. Data reception equipment and remote access capabilities are locally hosted. This is a tactical engagement where 25-50% of time is spent on site and 50-75% is advisory and on critical business impact support.

Professional Service: Engage with company executives to understand the service disposition and roadmap. Provide advisory consult on risks and requirements including staffing for moving externally hosted services back in house or to another cloud provider. Provided tactical support for data extraction from cloud provider. Served as General Contractor for the implementation of getting business critical services up and running in house. Worked with vendors and Internal IT to resolve service impacting issues. Provide tactical network support to resolve communications and remote access issues for connected sites. Work with business owners to plan a Corporate headquarter site relocation. Provide tactical support for the decommissioning of network, telecom, and systems. Put the business in touch with suppliers who could assist in forward operations.

Results: Successfully assisted the business with addressing acute technical and operational challenges.

Technical Accounts / Project Manager, LeeWare Development Consulting Chicago, Illinois - 2013

Role: Technical Accounts Manager / Project Manager

Responsible for project coordination planning, implementation, and management of IT service delivery of three site deployments and support services for a 20 campus academic institution serving 10,000 students. Act as a single point of contact for customer regarding technical and operational concerns. Act as a liaison for multiple departments within the organization as well as serve as a customer advocate within the organization. The firm is about 60 employees in size.

Technology footprint: Customer has 17 campuses located throughout the city. The customers technology group provides technology services wireless/wired network access, CFS, and infrastructure related services. Capacity expansion, change management, maintenance, and emergency response was contracted to the MSP. Managed the deployment of three new campus locations that would be co-located in CPS properties.

Technology Portfolio: Service delivery centered on the following technologies:

Metro Ethernet, Cisco 3560X, Cisco 6500, Dell R Series hardware, Windows 2012 Server, Windows 2008/R2, Netgear ReadyNAS 2100, Symantec Veritas Backup Exec, Cisco WAC / Cisco Air and Fortinet gear.

Professional Service: Hired as a big picture analyst to take control of the process and drive it home to completion. Provide the managing partners with key insights into systemic problems. Met with key internal and external stakeholders. Assembled a team of technical SMEs CCNA, CCNA-Wireless, CCNP and general IT technicians. Coordinated the activities of various groups and worked with outside vendors to get the required infrastructure up and running over a 6-8 week period. Worked to remediate standing issues. Closed and handed off the project to the MSP for forward management.

Accomplishments: Scored a win for the home organization with an important client.

During my 100 day tenure, observed internal operation, systems, and processes. Attended weekly strategy and planning meetings. Gained an understanding of customer history and relationship with the organization. Met with customer and project stakeholders to understand project scope, timelines, and constraints. Established working relationships with key members of the customers technical team as well as with people inside the home organization. With all of the players in place, developed, executed, and drove to completion the deliverables to meet the client's timeline. This included directing and personally assisting in some of the technical deliverables. Worked to resolve conflict. Provided advisory consultancy to senior management within the home organization.

Results: Successfully delivered technical infrastructure to a client under very challenging circumstances. Developed positive and ongoing relationships with both the client and the home organization. Provided the home organization with a roadmap for restructuring the service organization.

Internal Consultant (EA, SE, SI), ISP/Telecommunication and Security Industry² Chicago, Illinois — 1996 - 2013

Role: Internal Consultant - Technical Operations

Management Level IT Position - Served as the manager of data/network services. Manage corporate data centers and teams supporting the enterprise and client facing infrastructure. Interface with internal and external customers in developing short term project plans to align with long-term goals and priorities of the organization. Manage the design and implementation of many infrastructure related initiatives. Coordinate the activities of several internal IT departments composed of 14 professionals with diverse IT backgrounds. Provide regular updates on the status of initiatives to the vice president of technical operations and the vice president of business operations. Hold one-on-one meetings with direct reports and indirect reports to clarify objectives, discuss progress, resolve issues related to particular initiatives. Depending on the projects, the work can shift between complete autonomous independence to highly collaborative. Serve as an escalation point for high-severity and business impacting issues.

² <http://www.sdmmag.com/articles/85442-the-making-of-a-central-station>

Technology footprint: Customer operates a series of UL Listed Central Stations and Signal Handling Call Centers. Central Stations are Alarm Signal Processing centers employing a considerable amount of telecom infrastructure and technology similar to what one might find in a Central Office Telecom Exchange. The company is currently headquartered in Des Plaines, Illinois. The company has facilities in DC, MI, WI, NV, and CA. The company's core mission is life and property safety. While the organization has a small user base about 200 employees nationwide, it has a very extensive technology portfolio and real estate footprint. Handling more than 15,000+ Alarm panels, digital dialers, radio networks, and Internet devices.

Professional Service: During my 17 year tenure with the organization, I worked to evolve and expand the technical capabilities of the organization to keep pace with advances in telecommunications, networking and systems. Spearheaded projects that involved transitioning the nationwide network services from multiplexers and private lines to VPNs, and later to carrier managed MPLS/PNT ANIA. Transitioning the mainframe based Alarm Monitoring system to a Client Server Architecture then extending the legacy systems to extend to the Internet. Evolving the Internet services from T1s, to bonded to DS3 to Ethernet IPv4/BGP. Overseeing the implementation and integration of new call centers in WI and CA. Planning disaster recovery sites in CA and WI. Planning network and telecom services for the O'Hare offices Campus. Planning a 1200 square foot data center with 44 Cabinets 2 x 275 kW Generators, implemented Data Center Virtualization for infrastructure consolidation deployed over 100 VMware ESXI 4.x servers, and facilitating a corporate HQ relocation while maintaining operational integrity for internal and customer facing systems. In addition, worked with the organization to maintain its regulatory compliance with FM, UL and PCI-DSS.

Accomplishments: Delivered 4000 IT projects and improvements including Enterprise wide implementations. Served in many IT related roles working my way up through the ranks: PC/PBX technician, network engineer, systems engineer, manager of network services, systems integration, manager of internet services, systems administrator, and finally, senior systems administrator. I spent the final seven years providing and overseeing infrastructure services for several new business ventures. Won employee of the year twice and nominated five years in a row. My greatest accomplishment is building a solid team through personal and professional mentorship and leading the transformation of the IT organization through the various phases of IT maturity so that it provides optimal value to the business.

Owner Operator, LeeWare Development IaaS³ Chicago, Illinois — 2005 - 2012

Service Description:

LeeWare Development established in 2005 as a self managed Linux Virtual, Dedicated Server hosting and Infrastructure as a Service business. The environment spanned 8 locations consisting of both public Internet Data Centers and privately held facilities such as; FDC/CBOT, the Planet, and Infolink. At peak capacity, the service provided hosting for 1,000+ customer based

³ <http://www.leeware.com/hosting>

systems and over 300 physical servers.

Technology footprint: Operated three small Lights-Out Facilities (LOFs) collectively containing between 300 and 400+ CentOS, with some Ubuntu, and Debian Linux servers tied together using AT&T OPT-E-MAN with a tail circuit to the ISP for Internet Access. In addition, managed 60 Linux based Servers out of FDC/CBOT and a smaller collection of servers located at other data centers.

Technology Portfolio: Service delivery centered on the following technologies:

LOFs, IDCs, OEM System hardware, HP DL360/380 G4, Cisco 2980G, Netgear FST series, Cisco 3745 Routers, CentOS, Xen Virtualization, AT&T Opt-E-MAN.

Role: Entrepreneur. Platform design, implementation, management. service operation, and administration.

This business grew out of a professional hobby. I was a VMware workstation user and was working with Xen which was version 2.0 in 2003. I was also highly interested and working a lot with Red Hat Linux, QEMU, and SUSE. My original impetus was a personal challenge and to offset my technology spending. I learned how to do some pretty cool things by automating the provisioning and deployment of VMs using bash shell scripts and Apache Web Servers. I figured out how to bridge QEMU. I recognized a market opportunity, wrote a business plan, and invested \$150,000 of my own money. The first iteration of the business was providing Linux Based Virtual Machines using XEN/QEMU. My company was featured in Linux+ Magazine. I wrote and published several technology related articles in both print and online magazines. The second iteration of my business was providing Infrastructure as a Service IaaS. I operated the business for several years as a part-time endeavor. Had several really good years. Cashed out, and closed the business primarily in response to the rise and increased adoption of Cloud Computing.

Result: Learned an enormous amount about many aspects of business first hand. But most importantly, running a technology business, changed my relationship with technology. My technology vision has matured, I see technology as a tool that can be leveraged to meet the needs of business.

Network Technician / Consultant, MicroAge IT Chicago, Illinois — ~1995

Key Responsibilities:

Worked on a team of 30 consultants. Responsible for facilitating corporate site relocations. Relocated the Corporate Headquarters of a major chain. Backed up and disconnected several hundred nodes from the network. Installed, configured, and setup more than 750 machines at the new location.

Certifications / Licenses

- VMware Certified Associate - Data Center Virtualization # 00365956
- VMware Certified Professional 5 - Data Center Virtualization # 00365956
- VMware vSphere: Install, Configure, Manage [V5.5] - BETA
- ITIL® v3 Foundation # 229637738
- Microsoft Certified Systems Engineer 1999 MCP ID # 1253449

- Advanced Cisco Router Configuration, Global Knowledge 1998
- Illinois Permanent Employee Registration Card 1996 - Present
Passed State and Federal Background Checks, License # 129191364
- Professional Liability Insurance Coverage E&O
- Managing Employee Performance, MW Associates 1993
- Quality Work Group (Management Consulting Proudfoot Crosby) 1993
- CompTIA Project+ COMP001020888431 (PMBOK)

Rates and Terms

3 tier pricing 1099. Quarterly Master Service Agreement. Pay as you go.