

Anthony D. Giampaolo

33 Gorham Street • San Francisco, CA California 94112

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Summary of Qualifications

Results-driven IT professional with an inherent ability for leadership and a knack for seeking out opportunities to establish/refine operational processes and procedures to achieve operational excellence.

Technical Skills

- **O/S:** Win 9x/2k, 2003, & XP Professional, HP/UX
- **Networking Lan/Wan:** Ethernet, TCP/IP, Token Ring, SONET, ISDN, Frame Relay, Windows Active Directory, DHCP, DNS, VLANs, SMTP, SNMP
- **Hardware:** Cisco Routers: (7xxx/36xx/26xx/25xx) Switches: (45xx/5xxx/6xxx) Compaq/HP ProLiant servers, PC Compatible Desktops
- **Software:** MS Office Suite, PC Duo, Remedy v. 4.5 & 6.3, Lotus Notes v.R5, Snag-it, CA Unicenter v. 2.2 & 3.0 (operations & administration), HP OVOU 8 w/ NNM 7, Dreamweaver 4, MS Terminal Server, Visio, Veritas NetBackup.

Career Progression

Autodesk, Inc.

10/2005 – 10/2006

Manager, Global Data Centers

- Management of all Data Center and Data Room facilities located in N. America, EMEA, and APAC regions
- Vendor contract negotiations for preventative maintenance and after-hour emergency response
- 24x7x365 OnCall response for critical facility issues
- Manage Data Center Operations team responsible for WinTel server build-outs, deployments, and hardware break/fix
- Allocation of Space, Power and Cooling resources for all device/appliance installations
- Responsible for Global Asset inventory and Co-Location logistics from initial deployment to the coordination of retirement/final disposition
- Establishment of Data Center Operational and life/safety policies and procedures
- Instituted Data Room environmental monitoring policies and parameters
- Core contributor to long term Data Center strategic initiatives
- Managed 3rd party consultants to assess current data facilities and growth opportunities
- Standardized Data Center Hardware specifications from enclosures to cable color codes
- Revitalized data rooms in key Geos to accommodate business hosting demands
- Point of contact to internal/external auditors for Sarbanes Oxley section 404 compliancy

Oracle | PeopleSoft, Inc., Pleasanton, California

10/2000 – 10/2005

Team Manager, Data Center Operations (2/03 – 10/05)

- Manage DCOperators team of nine (24x7x365) to include Hiring, training, scheduling, contract extensions, network accounts, coaching/constructive feedback sessions, ticket reviews/audits, staff training, Global Asset Management, Departmental website & documentation in accordance with ISO & Sarbanes Oxley Standards
- Contributing member to the JD Edwards integration project in an effort to consolidate and centralize enterprise monitoring and the deployment of HP Openview as an enterprise-wide monitoring solution
- Provide 1st and 2nd level remote OnCall support (24x7x365) Assisting team in responding/troubleshooting Enterprise Monitoring alerts across PeopleSoft's global WAN comprised of 750+ Monitored Routers & Switches, 2000+ Managed Servers, 90 Field Offices, Application Process Instances, and URL's
- Assist in the coordination and implementation of Network & Data Center Facilities upgrades and maintenances
- Change Advisory Board (CAB) participant
- Facilitate new customer monitoring requests for mission critical systems/processes

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Sr. Infrastructure Systems Analyst, Data Center Operations (10/01 – 2/03)

- Served as project lead for departmental initiatives
- Acted as liaison representing Sr. Management in customer meetings
- Prepared team status reports to keep Sr. Management abreast of team and enterprise impacting issues
- Established new service level monitoring agreements with customers including the composition of supporting documentation for 1st level intervention/escalation
- Established training standards for new hires
- Managed workflow inbox for Moves, Adds, and Changes to the monitored enterprise environments

2nd Level Infrastructure Systems Analyst, Data Center Operations (4/01 – 10/01)

- Responsible for the training of new hires
- Performed 2nd level troubleshooting for Lotus Notes Server related issues
- Displayed a firm understanding of the corporate WAN topology for diagnosing/isolating network faults prior to escalation
- Performed 2nd level troubleshooting for PeopleSoft financial systems by diagnosing/restarting Application Servers and Process Schedulers
- Prepared and lead weekly team meetings
Served as departmental intranet site web admin, responsible for content delivery and continuity

1st Level Infrastructure Systems Analyst, Data Center Operations (10/00 – 4/01)

- Provided 1st level proactive/reactive monitoring support for Servers, Corporate websites, and WAN related objects
- Consistently demonstrated Operational excellence in customer service by responding to monitoring alarms and coordinating with internal customers and 2nd level teams

Education

Contra Costa College, San Pablo, CA 2001 - 2002

Continuing Education in Oral and written English communications, and mathematics

Heald College, Hayward, CA 2000

Network Technology

San Francisco City College, San Francisco, CA 1998 – 1999, 2003

Real Estate principles, Property management, Spanish, Real Estate Appraisal

Musicians Institute, Los Angeles, CA 1995 – 1996

Music Performance

Lorain County Community College, Elyria, OH 1991 – 1992

Music Major

Professional Affiliations

DeVry University, Fremont, CA

Curriculum review board member 2003 & 2004

Silicon Valley Cisco Users Group, San Jose, CA

Critical Facilities Round Table, San Francisco, CA