AL PEACOCK

925.699.9824 – Danville, California USA – linkedin.com/in/alpeacock – Al.Peacock@outlook.com

− Strategic, innovative technologist with strong business acumen and proven track record of successfully leading technology, innovation, infrastructure, engineering, corporate IT systems and services.
− Hands-on leader in a vast range of technical areas creating innovative solutions expanding capability, increasing efficiency & stimulating growth. Skilled in driving technology innovation, best practices, and standards across enterprises that result in increased productivity and reduced costs.

"… Al has the ability to lead projects with high visibility and importance. He is a detail oriented, strategic thinker who would present multiple options and solutions to complex projects. I highly endorse Al and would enjoy the opportunity to work with him again." – *Tobin Broadhurst, Chief Technology Officer, County of Alameda – ITD*

"… He has a keen ability for sizing up any problem and finding the most practical and cost effective way to get it done, as well as helping the team to understand the best way they can contribute in order to achieve that goal."
– *Thomas Richards, Senior Certified IT Architect, IBM*

"Since Al Peacock joined Plexxikon I have experienced a great improvement in IT service and performance. Al and his team are very responsive to requests for help, and most importantly they fix problems quickly. … For me, the IT service at Plexxikon is the best it has ever been in the 11+ years I have been working here. Thanks a lot Al!"
– *Wayne Spevak, Senior Director of Chemistry, Plexxikon Inc.*

Key Competencies

- Systems Engineering and Administration
- IT Infrastructure; On-Premise, Cloud & Hybrid-Cloud
- Helpdesk and Desktop / end-point support
- Vendor Management
- Corporate IT systems and services
- Planning, Budgeting & Forecasting
- Networks and Voice systems
- Disaster Recovery

- Data Center and Operations
- Collaboration and Communication technologies
- SAN / Storage
- Process improvement
- Leadership - of diverse technology teams
- IT Modernization
- Servers and Virtualization
- Security

Results Include:

✓ Managed infrastructure initiatives in multiple Data Centers for production services, software applications and hardware systems involving servers, network resources, storage, databases, hypervisors, application servers, web servers available 24x7x365.

✓ Realized 99.99% uptime using expert architecture of highly available environments

✓ Migrated company from on premise services to Office 365 in 8 weeks, ahead of schedule, and on budget.

✓ Reduced Data Center power use by 15% through strategic improvements, better utilization of resources.

✓ Captured savings of $1.2M annually & significantly reduced error rate from 25% to near zero through design, development, and deployment of web-based order management solution.

✓ Reduced costs by $291,000 annually through efficient management of cross-functional multi-team system integration project, involving workflow, provisioning and networking, as well as website enhancements.

✓ Aligned expert technical and management skills as part of a team maintaining one of the top 10 largest private networks in the world

PROFESSIONAL EXPERIENCE

PLEXXIKON INC., Berkeley, CA USA   2014 – 2017
IT Manager – Head of IT

- Oversee and manage all IT functions including Infrastructure, Operations, Disaster Recovery, Data Center, IT Budget/Purchasing, IT Contract Management, System Administration, Network (including firewall, switches, VPN, Wireless/WiFi), Servers (including Windows, AD/LDAP, DNS, Unix/Linux, Exchange), Storage, VMware Virtualization, Helpdesk, Collaboration/VOIP technologies, Vendor Relations & Asset Management.

- Department, Executive and C-level collaboration to develop short-term and long-term strategic plans, aligning technology and infrastructure with the vision and mission of the company.

- Direct and manage 3rd party support and IT vendor relationships. Negotiated multiple vendor agreements, contracts and purchases; purchases from Enterprise class vendors with up to 73% discount.

- Managed help desk/service desk delivering improvements to IT service; creating and embracing standards to leverage cost efficiencies.

- Improved communications and collaboration by implementing unified communication system.

- Migrated technologies and systems to cloud to improve efficiencies, decrease costs, increase collaboration, and increase productivity; including migrating company from on premise services to Office 365 in 8 weeks.

- Improved productivity and reliability through strategic network and system upgrades. Increased productivity through increased mobile access, systems, and tools.

- Implemented Asset Inventory and lifecycle management processes and procedures identifying critical deficiencies and areas of IT improvement resulting in increased system availability and performance.

MORGAN STANLEY CAPITAL INT. (MSCI), Berkeley, CA USA   2013 - 2014
VP / Sr. IT Manager

- Manage infrastructure delivery & support in 4 data centers containing 1500+ physical servers, 4000+ virtual machines, petabytes of storage, Application Servers, Cisco & Citrix devices/products (including Cisco UCS), Windows/Linux servers, Oracle/SQL Server Databases in support of applications, SaaS, Web, and investment tools. Manage diverse cross-discipline **global** team of IT professionals.

- Manage architecture, engineering, and technology implementation initiatives involving data center infrastructure, virtualization, storage, Windows/Linux operating systems, automation, & new IT initiatives.

- Collaborate, and communicate at all levels, between Infrastructure, Operations, Engineering, Development, and Business to foster solutions, translate objectives, and ensure business success.

- Utilize vendor management and negotiation skills in resolving incidents, building relationships, and managing/negotiating contracts & purchases. Negotiated MDM vendor contract with 50% off initial purchase, 89% off training, 50% off future license purchases, and 50% off long-term maintenance/support.

- Manage remediation and upgrade of mission critical infrastructure, change & **problem management**; Over 50% reduction of emergency changes, reduction of change related incidents, & increase in stability.

COUNTY OF ALAMEDA, Oakland, CA USA   2007 – 2013
Systems and Infrastructure Engineer, Manager

- Expanded and maintained technical capabilities of the organization supporting Alameda County services. Ranked #1 county portal receiving Center for Digital Government Award.

- **Utilized negotiation skills and built vender relationships** in support of infrastructure and systems. Negotiated terms/prices for hardware, software, support and maintenance. **Negotiated 70% procurement reduction ($800K+) for Storage/DR project & 5 year 50% maintenance/support cost reduction.**

- **Innovated Greenfield Disaster Recovery (DR) solution** through architecting, designing, project planning, management of operations/server/network staff and vendors during implementation.

- Increased IT efficiency, maximized financial resources with reduced costs of operation, and expanded technical capabilities by **management/administration of highly available Data Center virtualization solution, Windows/UNIX/Linux servers, & hybrid storage for environments** such as life & death importance SaaS Law Enforcement applications, and critical revenue generators.

- Demonstrated astute people management skills and improved operational performance through collaborative **leadership of multi-discipline teams for IT and data center projects**.

- **Elevated technical performance and realized 99.99% infrastructure uptime** through management and expert architecture of virtualized server environments with high availability network and SAN/Storage infrastructure.

- Delivered consistent high-performance/-quality IT project execution through **creation of standards, policies and procedures**, including server conventions, change management processes and administration standards.

SHOPZILLA.COM / BIZRATE.COM, Los Angeles, CA USA   2007
Sr. Java/Perl Software Engineer

COMVERSE, Centennial, CO USA (100 offices in 40 countries)   2006 – 2007
Principal Software Engineer

CENDANT / GALILEO INTERNATIONAL, Centennial, CO USA   1998 – 2006
Sr. Systems/Software Engineer, Sr. Systems Administrator, IT Project Manager

- **Reduced costs by $291,000 annually** through efficient management of cross-functional multi-team system integration project, involving workflow, provisioning and networking, as well as website enhancements.

- **Managed infrastructure initiatives in multiple Data Centers** for **24x7x365** production software applications and hardware systems; involving network resources, databases, application/web servers and migrations.

- Utilized outstanding leadership and technical skills to **manage/direct activities of multiple cross-functional teams of engineers, developers, system administrators and database administrators**; **Americas, APAC, EMEA**.

- Developed key relationships with internal organizations, Cendant business units and external vendors globally.

- **Aligned expert technical and management skills to maintain one of the top 10 largest private networks in the world, and maintained United Airlines' network in support of $16M contract**.

EDUCATION

BACHELOR OF SCIENCE (BS) IN COMPUTER SCIENCE
Michigan Technological University, Houghton, MI

ITIL Foundation Certification

TECHNICAL

Languages: Perl, Bourne/KSH/bash shell, Java, SQL, PL/SQL, powershell
Platforms: Office 365, Nagios, Cisco, DELL, NetApp, Arista, SQL Server, Windows, Microsoft Server 2008R2/2012R2, Exchange, VMware, UNIX, AIX, Linux, RHEL, CentOS, Solaris, Brocade, Citrix, IIS, Oracle, Apache, WebSphere, Tomcat, Hyper-V, PowerVM, IBM, Xen, Veritas NetBackup, Commvault, HP, Active Directory (AD)/LDAP, DNS, EMC, Compellent, Symantec