

MIKE PHILLIPS

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SENIOR TECHNOLOGY LEADER IT Infrastructure Management & Optimization

PROFILE & VALUE

Collaborative Leader – Determined to engage partners and teams to improve service and ensure compliance.

Expert Evaluator - Talented at analyzing business needs, optimizing processes, and providing quality solutions.

Dedicated Coach - Passionate about team building, effective communication, and employee/leader development.

Senior Manager - Skilled in planning, staffing, organizing resources, IT governance, and financial management.

QUALIFICATIONS & EXPERTISE

Mainframe, Unix, & Windows

Infrastructure Software & Hardware

Database & Data Warehouse

Performance & Capacity Planning

Project Management & Compliance

Vendor & Contract Management

ITIL V3 Foundation Certification

PROFESSIONAL EXPERIENCE

DELHAIZE AMERICA – Salisbury, NC 2012 to 2013
Leading east coast multi-banner grocery distributor and retailer.

Manager – DB2 Database Administration

Recruited to direct 2 teams that designed, built, implemented, upgraded and maintained DB2 for z/OS and LUW databases. Provided database recovery, performance management, problem resolution, and user support. Staff: 9.

- In 90 days, resolved five long-standing audit observations by partnering with IT security. Eliminated shared login accounts, identified and reviewed database changes, and implemented database security baselines.
- Achieved critical Thursday data warehouse availability goal. Collaborated with ETL and BI teams to identify issues. Facilitated solution and risk evaluation. Determined solution and directed implementation.

Wachovia Corporation (Wells Fargo) - Charlotte, NC 2006 to 2010
Fourth largest U.S. bank holding company and third largest full service brokerage firm.

Manager – Capacity, Performance, & Optimization Services

Hired to lead 3 geographically dispersed teams that provided capacity planning, system performance, and optimization services to all business units. Managed \$130 million cost recovery pool. Staff: 15 direct + 20 matrix.

- Partnered with development and infrastructure teams to optimize resource usage. Developed solutions that fulfilled SLAs, reduced unit cost by 23%, and achieved annual cost avoidance of \$12.3 million.
- Coauthored System z architecture strategy, company's first. Assured integration of components and the leveraging of new functions. Achieved performance, availability, scalability, and cost objectives.
- Created strategy to improve workload management and capacity planning. Within 12 months, improved server utilization by 21% and achieved annual cost avoidance of \$9 million.
- Equipped team members to perform multiple functions and communicate effectively thereby eliminating multiple support risks for critical services.

LANDS' END, INC. - Dodgeville, WI 2002 to 2005
Direct merchant of traditionally styled clothing for the family, luggage, and products for the home.

Senior Manager - Database & Infrastructure Services

Recruited shortly after acquisition by Sears. Managed teams that supported mainframe hardware, software, storage, recovery, performance, and capacity planning. Directed all database design, implementation, and support. Led recovery services for distributed systems. Managed \$10.5 million budget. Staff: 13 direct + 15 matrix.

- Appointed to IT Steering Committee. Evaluated business cases, prioritized projects, and authorized resources. Assured that high priority projects received appropriate resources.
- Equipped staff to efficiently handle requests thereby eliminating all project and support delays.
- Persuaded management to replace long-standing vendors. Negotiated contracts that secured new functionality, reduced storage cost by 60%, and saved \$153,000 annually in performance monitor fees.
- Sponsored improvement projects. Optimized DB2 performance by 10% and eliminated all database errors. Established Oracle operational standards. Provided up-to-date Oracle, DB2 and z/OS software.

IBM GLOBAL SERVICES - Chicago, IL

2001

*The world's largest business and technology services provider.***Principal - Performance, Testing, & Scalability Practice**

Recruited to analyze business needs, develop solutions, sell engagements, manage client and IBM internal relationships, negotiate contracts, and govern projects.

FIRST CHICAGO NBD (Bank One / FDR) - Elgin, IL

1997 to 2000

*Eighth largest U.S. bank holding company and a major bankcard issuer.***Technical Services Manager**

Recruited 2 years into development project to turn-around performance and demonstrate scalability of a \$100 million Hogan bankcard system. Directed parallel sysplex application enablement.

SIMPSON PAPER COMPANY – Anderson, CA

1990 to 1996

*International pulp and specialty paper manufacturer.***Operations & Technical Services Manager**

1994 - 1996

Promoted to manage corporate data center and direct mainframe and midrange technical support.

Technical Services Manager

1993 - 1994

Managed teams that supported mainframe, AS/400, DEC VAX, and Unix computing infrastructures.

Senior Database Administrator

1990 - 1993

Designed, created, and supported DB2 databases. Provided data access consulting. Installed database software.

COMPANY & TECHNOLOGY SUMMARY

Fortune 500 companies with 8,000 to over 130,000 employees and IT departments from 100 to 8,000 members.

Productivity Tools: Lotus Notes, Planview, Internet Explorer, and Microsoft: Project/Office/Outlook.

Operating Environments: z/OS, z/VM, Linux, AIX, Solaris, Windows, AS/400, and VAX.

Storage Environments: EMC, IBM, and StorageTek (Oracle). Synchronous and asynchronous replication.

Data Centers: Multiple primary with production ready facilities for business continuity and DR.

Database Environments: DB2, Oracle, IMS/DB, SQL, and VSAM. Operational and business intelligence systems.

Transaction Systems: CICS, IMS/TM, WAS, and WMQ.

PROFESSIONAL DEVELOPMENT & EDUCATION

Bachelor of Science, University of Tennessee.

ITIL V3 Foundation Certification.

Extensive professional training: leadership, process improvement, team building, employee development, consulting, communication, compliance, governance, security, IT finance.