

Brian Bolander

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IT Operations/Program Manager

Multifaceted career with 17-year track record of innovation and success

Information Technology professional who continuously achieves objectives, engineering designs for effective total solutions in complex, mission-critical environments. Leads teams of experts responsible for daily operations of large scale networks encompassing thousands of users and systems. Manages multi-million dollar projects designed to enhance security and increase capabilities - on time and under budget. Repeatedly recognized for an exceptional blend of technical brilliance and personal integrity. Superior communicator, lauded for bottom-line thinking, reliability and performance under pressure. Outstanding mentor and educator, continuously tutoring staff and customers on latest IT trends. Energetic, dynamic leader who leverages personal experience, technical ability and available resources ensuring highest-caliber customer service and satisfaction.

Program Manager / VMWare ESX / Network Operations Center Manager / Network and Systems Security / AD and Exchange / MCSE w/ Messaging and Security / PMP

PROFESSIONAL EXPERIENCE

Arrowpoint Corporation
Operations Program Manager

Jan 2009 - Present

Proven expertise in complex highly technical data center operations led to Arrowpoint's recruitment to manage team of Information Technology professionals supporting the Army Data Center, Fairfield's IT operations mission.

- Directs daily operations and maintenance in the Army Data Center Fairfield (ADCF), oversees 21 IT professionals supporting Solaris, RedHat, Microsoft Server, Cisco, Oracle 10/11g, and MS-SQL product families, as well as four local and remote Help Desk technicians
- Responsible for 300+ servers running Solaris 10, RedHat Enterprise 5.3, Windows 2003/2008, Veritas and Microsoft clustering, VMWare ESX 3.5 clusters, IIS 6.0/7.0, Microsoft Office SharePoint Server 2007, Citrix XenApp server, Microsoft SQL 2000/2005/2008, Oracle 10g/11g, and Oracle Business Intelligence technologies and associated Cisco firewalls, routing and switching network devices
- Manages several strategic programs including development, COTS customization, integration and implementation, DoD applications and information technology infrastructure
- Liaises with 11 other in-house Program Managers, as well as multiple development leads, product designers, engineers, and Subject Matter Experts on product and equipment lifecycle management, business and IT strategy, facilitates requirement definition/functional specifications, designs workflows, leads planning and execution of development processes, delivers integrated operations planning for 20+ concurrent IT development and hosted application projects
- Manages risk, implements security features, designed and deployed automated security patching solutions, integrated formal change control with daily operations, publishes release schedules, and is the single point of contact for problem identification and resolution for ADCF operations

- Responsible for the protection, integrity, and validity of ADCF data and physical security, oversaw the implementation of database, application and end-user encryption schemes, ensures continued compliance
- Ensures the deployment of and system patches in accordance with Information Assurance Vulnerability Alerts (IAVAs), Bulletins and Task Orders to applicable development, test and production system assets
- Manages ADCF's security posture, leverages in-house and DoD toolsets to monitor vulnerabilities, field security fixes, and report compliance to local and DoD leadership
- Understands and ensures compliance with DoD, Navy and Army security policies and procedures
- Supervises resources throughout the program management life cycle, tracking milestones and results
- Reports status to project stakeholders, resolving issues, maintains project scope focus, resolves scheduling and resource conflicts, manages stakeholder expectations

ITT Systems - Total Army Communications Southwest and Central Asia

Jan - Nov 2007

Systems Subject Matter Expert, Enterprise Technology Support Team

Selected as one of five preeminent technical experts from 1500 employees to join the Enterprise Technology Support Team supporting 1400+ contract employees at multiple locations in five countries.

SME / Internal Consultant

Recognized expertise in Systems Administration and subsequent selection as Subject Matter Expert – called on to consult at multiple sites in Afghanistan, Iraq, and Qatar. Technical knowledge and personal leadership skills are instrumental in enhancing the technical ability, job knowledge and efficiency of technicians. Identifies, plans for and mitigates risks in systems and networks design company-wide.

- Selected to advise technicians and engineers executing two migrations to new facilities at the International Security Assistance Force (ISAF) and Combined Security Transition Assistance Force (CSTC-A) headquarters, Afghanistan; was key in identifying project critical path, leveraging previous experience to highlight previously unidentified risk factors with facilities design and equipment
- Evaluated Exchange architectures over two weeks at three locations in Iraq, identifying critical logical and physical flaws in existing installation and backup strategies reducing outages by 60 percent
- Developed project plan to replace eight outmoded Cisco Content Engines with BlueCoat perimeter security/proxy devices at five locations in Afghanistan for planned efficiency increase of 40 percent
- Consulted on the redesign of Exchange deployment in Qatar providing previously unavailable redundancy and eliminating existing single server point of failure for 2000+ users
- Authored Systems Administration hiring guides, employee evaluation guides, job certification task lists, and Best Practices documentation used by 200+ technicians at 20 sites in five countries
- Performed multiple site assessment visits to locations in Iraq, Afghanistan, and Qatar facilitating enhanced efficiency and operations in Active Directory administration, Exchange management and data protection services

PROFESSIONAL EXPERIENCE (CONT)

ITT Systems - Total Army Communications Southwest and Central Asia

2005 – Dec 2006

Information Systems Engineer (ISE) / Deputy Site Supervisor

Hired as Systems Administrator, subsequently promoted to Senior Systems Administrator, promoted again to Information Systems Engineer. Additionally performed Deputy Site Manager duties at the largest installation in Afghanistan, supervising over 120 employees

ISE / Network Operations Center Manager

Supervised daily operations and management of \$30M strategic and tactical US military network. Maintained perimeter, network and systems security for 18,000 users and 8000 systems. Led Network Operations Center's staff of 14 expert systems and network administrators. As Deputy Site Supervisor, is responsible for operations of satellite communications systems, telephone switches, telephone maintenance, physical plant, and assets assigned to the largest US installation in Afghanistan with over \$72M in equipment and over 120 employees.

- Technical and engineering lead on \$26M datacenter construction and migration project for largest US Army facility in Central Asia – migrated three networks, 103 servers, and services supporting 58,000 users in one third the best estimated time with zero customer impact
- Supervised Microsoft Exchange migration (5.5 – 2003) for two discrete networks and 18,000 e-mail accounts on 15 servers, completing the two projects in the minimal time of 16 days
- Planned and deployed first-ever country-wide Microsoft ISA Server 2004 web-caching solution to 3 sites servicing 23,000 users
- Deployed Microsoft SharePoint to 3 sites, servicing 300+ customers; storing over 780GB of data
- Implemented Microsoft Windows Software Update Services (WSUS) architecture resulting in 95% reduction of open security vulnerabilities
- Facilitated country-wide MS Systems Management Server (SMS) 2003 rollout to 5 sites, 10 servers, servicing 30K+ clients and systems
- Led Network Security team that eliminated 3200 vulnerabilities on 1600 systems in 21 days

United States Air Force Communications / Computer Systems Operator

1992 – 2005

Served in various roles of increasing responsibility in mission-critical technology environments

NCO in Charge, Network Security

2004 – 2005

Maintained network security for massive \$44M MAN (Metropolitan Area Network) serving 23K users, 12K workstations, 195 buildings and over 100 servers. Responsible for firewalls, network security and intrusion detection systems. Led Help Desk staff of 35.

Assistant NCO in Charge, Network Control Center

2003 – 2004

Responsible for messaging and core services, supported 13 NT 4.0 domains, anti-virus management systems, Defense Message System, disaster recovery system, domain controllers, remote access servers and user applications. Managed staff of 15. Planned and implemented 9 NT to Active Directory migrations.

NCO in Charge, Electronic Messaging

2002 – 2003

Supervised staff of 6 specializing in email and the Defense Messaging System. Responsible for daily operations, configuration, management, troubleshooting and repair.

Systems Administration Technician

2000 – 2002

Technical lead responsible for daily operations, configuration, management, troubleshooting and repair of Travis AFB networks.

TECHNICAL PROFICIENCIES

- Certifications:** Microsoft Certified Systems Engineer (MSCE # 3725194) 2003 w/ Messaging and Security), Security+, Project Management Professional (PMP ID 535961), current SECRET clearance
- Platforms:** Windows Client OS'es, Windows Server NT/2K/2003, Linux (RedHat and Fedora, desktop and Enterprise variants), Sun Solaris 10
- Applications and Software:** MS Active Directory, Exchange 5.5 / 2003, SMS 2.0 / 2003, SQL 2000, SharePoint, IIS 4/5/6.0, DNS, DHCP, WINS, Apache 1.3/2.0, BIND, DHCPD, Symantec AV products, CiscoWorks and Cisco Call Manager VoIP solutions, Veritas BackupExec and NetBackup, Dell/EMC SAN products, Dell and HP server solutions
- Languages:** HTML, XHTML, CSS 2.0, Perl, Windows CLI

TRAINING AND PROFESSIONAL DEVELOPMENT

Recent Training:

Project Management Professional (PMP) Certification Prep, 2008
Computer Information Security Systems Professional (CISSP) Boot Camp, 2007
Microsoft Certified Systems Engineer (MCSE) with Messaging and Security, 2006
Microsoft Windows Server 2003, Active Directory, Exchange 2003, 2006

Additional Professional Training:

- ~ Microsoft Active Directory, 2005
- ~ Microsoft Windows 2003, 2005
- ~ Cisco VPN's, 2004
- ~ Microsoft Exchange 2003, 2005
- ~ Microsoft Systems Management Server, 2003
- ~ Microsoft TCP/IP, 2000
- ~ Basic / Advanced UNIX Administration, 1999
- ~ CISCO Boot Camp, 1999

REFERENCES:

Available upon request