

Professional Mission

To enable financial and operational growth by focusing on the principles of software delivery, infrastructure, and security throughout the Systems Development Lifecycle. Engaging teams that can take products from ideation to production operations.

Key Achievements

- ✓ Served as the IT Leader as a \$40B Software Industrial spun-off a \$4B organization
- ✓ Initiated, planned, and executed consolidation of 5 existing data center environments into two strategic solutions, providing higher availability, lower TCO, and increased scalability through the use of Windows and UNIX virtualization solutions.
- ✓ Spearheaded project to deliver business continuity solutions proven to meet 2 hour RTO and 1 hour RPO for business critical services across a 2500 server enterprise environment.
- ✓ Demonstrated successes directing technical staff and administering IT budgets in excess of \$20MM.
- ✓ Provided architectural direction and influenced enterprise technology roadmap for infrastructure enhancements delivering a 20% reduction in service outages and a 25% increase in average server utilization across 500 applications in the target line of business; effort resulted in \$5.2MM in first-year savings.
- ✓ Initiated and completed architectural review of senior management's top 25 applications; review resulted in identification of over \$16MM in previously undefined risk, including non-conforming licensing practices, business continuity risks, and failure to comply with federal regulations. Remediation cost of \$25,000 resulted in significantly reduced legal and financial exposure.

Professional Experience

Honeywell International, Inc., Atlanta, GA

December 2016 - current

Sr. Director, IT - Engineering Business Partner

Responsible for establishing DevOps practices across the HBT Software Solutions organization, providing guidance and future-state roadmaps for cloud adoption and management, and representing Engineering stakeholders to the IT community.

Key Contributions:

- Established facility-wide technology standards for the Atlanta Software Center to create day-one productivity plans for onboard developers
- Served as the IT Leader for HBT during Resideo spin-off
- Reduced HBT Azure cloud spend by 42% in a 90-day sprint by right-sizing existing infrastructure, decommissioning unclaimed infrastructure, and working with engineering to establish auto-scaling practices; recognized reduced spend of \$604,000 per month
- Founding member of the Honeywell-Wide Enterprise Architecture Council

Pillar Technology Group, Columbus, OH

January 2014 - December 2016

Dev Ops Engineer

Individual Contributor consultant responsible for transforming customer infrastructure organizations by introducing DevOps culture and practices. Responsible for building Pillar Technology's DevOps practice and growing future consultants in the Columbus DevOps community. Grew Pillar's DevOps practice from one individual to a team of thirteen.

Key Contributions:

- Designed and implemented open-source Configuration Management solutions which reduced new system deployments from days to hours
- Implemented Nagios-based monitoring solution with automated event handlers for common issues which reduced total reported incidents by 20% and reduced resolution of known issues from hours to minutes
- AWS infrastructure deployment and management for Dev and QA systems
- Open Stack infrastructure deployments and management
- Implemented Test-Driven Infrastructure as Code solutions
- Defined and participated in implementing the initial containerization strategies for infrastructure components such as RIAK, Elasticsearch, PostgreSQL, and Zookeeper

BPL Global, Columbus, OH

February 2012 - December 2013

Director of Information Technology

Responsible for all aspects of Information Technology (IT), including Development, QA, Infrastructure, and Hosted Customer environments. Served as domain expert for all infrastructure technologies and provided strategic roadmap for the long-term viability of both hosted and shrink-wrap products. Grew IT organization from a team of two to a team of four while Engineering grew from ten to thirty.

Key Contributions:

- Drove Ansible adoption to reduce production delivery timelines
- Designed and deployed continuous delivery solutions to support Agile development methodologies
- Contributed to preparation of Request for Proposal responses
- Identified cost-savings opportunity based on data center consolidation and executed plan to reduce data center footprint by 30% resulting in a 15% reduction in total IT overhead
- Performed perimeter security audit and executed no-cost remediation plan in preparation for successful third-party audits mandated by customer contracts
- Designed, deployed, and maintained no-cost, dependency-based database backup schedule across Microsoft SQL Server and PostgreSQL environments
- Deployed home-grown Python solutions for monitoring and management of core infrastructure
- Analyzed and deployed desktop backup infrastructure to protect corporate intellectual property

JPMorgan Chase, Lewis Center, OH

January 2008 - February 2012

Vice President, Lead Architect (March 2010 - February 2012)

Responsible for managing a team of Infrastructure Solutions Architects tasked with translating business requirements into technology solutions with a focus on overall business expense, strategic technology practices, and leveraging or creating shared infrastructure system solutions. Served as overall Lead Infrastructure Architect for seven lines of business comprising Central Technology, including HR Technologies, Shared Services, Corporate Real Estate, Legal and Compliance, and Global Finance Technologies. Grew Architecture team from a team of four to a team of twelve to meet the increase in demand as automation and availability became the responsibility of the Architecture team.

Key Contributions:

- Initiated Peer Review process for Architecture solutions presented to establish consistency across deliveries resulting in shorter project delivery timelines
- Designed and delivered shared services (internal VMWare cloud, iOS testing cloud, enterprise message bus) across JPMC business towers in order to create operational efficiencies through automation
- Increased overall awareness of available shared services in all JPMC towers resulting in adoption of shared services solutions above annual estimates; overall shared services adoption resulted in \$8.2MM in estimated annual cost avoidance
- Proposed and designed standards for Infrastructure implementations to reduce overall design and implementation timelines resulting in a 2-week reduction in project timelines for projects leveraging established patterns
- Proposed and designed triple-site DR solutions for centralized Data Warehouse environment resulting in successful RTO 2 DR tests

Vice President, Architect Lead (January 2008 - March 2010)

Responsible for architecture strategy, vision, systems integration, and influencing technology selection across the global infrastructure silo of JPMorgan Chase's technology enterprise. Served as the overall Design and Engineering lead for Central Technology Shared Services, providing guidance in industry trends and vendor practices with a strong focus on cost efficiency, standardization, and maximizing return on investment leveraging well-defined technology patterns and commodity solutions. Tasked with communicating the practical implications of architectural decisions, issues, and plans to senior management.

Key Contributions:

- Identified as a trusted advisor on Architecture and Design topics with senior business, operations, and technology management
- Drove migration of enterprise document repository data store from SAN with Windows front-ends to NAS; migration resulted in higher resiliency, lower RPO and \$1.6MM in annual savings

Christopher M. Dick
topher@findtopher.com • (614) 477-1688

- Influenced architecture changes in existing international asset management implementation resulting in \$2.4MM in project savings, early infrastructure delivery, and increased testing flexibility
- Completed evaluation of infrastructure capacity, provided recommendations for application consolidation or virtualization and drove businesses to implement changes resulting in increased infrastructure utilization, reduced data center footprint, resulting in over \$8MM of first-year savings
- Proposed and participated in proof-of-concept for Azul Systems Java Compute Appliances and influenced business acceptance resulting in \$10MM of first-year savings

Click4Care, Powell, OH

June 2007 - January 2008

Director of Information Technology and Lead Technology Architect

Responsible for converting the technology infrastructure of a small (15 employee) software development start-up to an international, enterprise-class solution with HIPAA compliant systems and data security, enterprise backup solutions, and automated development build/test environments.

Key Contributions:

- Created infrastructure architecture and deployed enterprise backup and business continuity solutions for environments providing services to customers storing Protected Healthcare Information (PHI)
- Performed on-site deployments for shrink-wrap customers
- Coordinated implementation of new VoIP telephony solution
- Migrated hosted e-mail and web solutions to internal infrastructure solutions
- Developed architecture for, coordinated, and deployed UK-based hosting facility for international customer support enabling \$8MM in annual revenue
- Negotiated \$2.4MM annual Hosted Solutions contract leveraging multi-vendor negotiations to save \$750,000 over initial vendor quotes
- Designed and deployed VMware environment for rapid scalability and increased flexibility resulting in \$2.1MM in savings over proposed architectures
- Deployed, and supported, OpenCRM for customer relationship management

Core Strengths

Infrastructure Architecture	Storage Design	Business Continuity
Risk Assessment	Utilization Optimization	Resource Allocation
Cloud Architecture	Business Impact Analysis	Budget Preparation
Cost-Benefit Analysis	Regulatory Adherence	Capacity Planning
Performance Tuning	Cloud Resiliency Design	Program Management
Process Definition	Business Requirements Identification	Technology Requirements Analysis
Continuous Integration Support	Agile Development Support	Configuration Management
Availability Planning	Cloud Application Design	Disaster Recovery Design
Distributed Application Design	Containerization	Container Orchestration
Maven	Make	YUM/RPM Packaging

Education and Professional Certifications

Bachelor's of Science in Management Information Sciences from Franklin University (2013)
Master of Business Administration from Franklin University (2014)