

## Christopher M. Dick

55 W Livingston Ave, Unit 305, Columbus, OH, 43215 - [topher@findtopher.com](mailto:topher@findtopher.com) - (614) 477-1688

### Professional Mission

Enabling productivity and encouraging growth through cultural change in order to allow organizations to focus on core business activities instead of fighting with tools that inhibit delivery.

### Key Achievements

- ✓ 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

*Pillar Technology Group, Columbus, OH*

*January 2014 - current*

#### **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.

#### *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
- Developed and implemented a monitoring dashboard to provide high-level visibility to environment availability without authentication
- AWS infrastructure deployment and management

*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.

#### *Key Contributions:*

- 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
- Analyzed and deployed desktop backup infrastructure to protect corporate intellectual property

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*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.

#### *Key Contributions:*

- Initiated Peer Review process for Architecture solutions presented to establish consistency across deliveries resulting in shorter project delivery timelines
- 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 saves
- 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 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
- 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, and over \$8MM in first-year savings
- Proposed and participated in proof-of-concept for Azul Systems Java Compute Appliances and influenced business acceptance resulting in \$10MM in anticipated 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 backups and business continuity solutions for environments providing services to customers storing protected healthcare Information (PHI)
- Developed architecture for, coordinated, and deployed UK-based hosting facility to provide international customer support; this enabled \$8MM in annual revenue.
- Negotiated \$2.4MM annual Hosted Solutions contract leveraging multi-vendor negotiations to save \$750,000 over budget costs and initial vendor estimates
- Designed and deployed VMware environment for rapid scalability and increased flexibility; this resulted in \$2.1MM in savings over vendor proposed architectures

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### Core Strengths

Infrastructure Architecture	Storage Design	Business Continuity
Risk Assessment	Utilization Optimization	Resource Allocation
Availability Planning	Business Impact Analysis	Budget Preparation
Cost-Benefit Analysis	Regulatory Adherence	Capacity Planning
Performance Tuning	Disaster Recovery Planning	Program Management
Process Definition	Business Requirements Identification	Technology Requirements Analysis
Continuous Integration Support	Agile Development Support	Configuration Management

### Technical Proficiencies

**Operating Systems:** Sun Solaris (8,9,10), HP-UX (10.20,11.11,11.23 PA-RISC and I64), AIX (4.3.3,5.1,5.2,5.3), Linux (Red Hat Enterprise Linux (2.1,3.0,4.0,5.1,6.4), SuSE Linux Enterprise Server (8,9) Knoppix), Mac OS X, Windows x86 (95/98/NT/2000/2003/2008 R2/XP), Windows I64 (2003), Windows x64 (2003)

**Hardware:** Brocade SilkWorm (3900,4100), Brocade 48000 Directors, Cyclades (TS2000,TS1000), Dell (PowerEdge 2600,2650,2550,2450,2850,7250, 1855/1955 Blade Chassis and Blades), EMC Clariion (FC4700,Cx600,Cx700), EMC Celerra (NS700, NS700G), NetApp (FAS 2220), HP (RP7400,RP8400,L2000,D210,K460,RX4640, DL385 G6/G7/, DL585 G6/G7), IBM (p690, p670), Sun (15k,10k,v880,280r,v100,SunBlade 1000, X4200, X4600)

**Scripting Languages:** Shell, Perl, PHP, SQL, Ruby, Python

**Tools:** Veritas Foundation Suite (Volume Manager, File System), Veritas Cluster File System, Snort, Microsoft Office Suite, emacs, vi, Norton Ghost, McAfee/Norton Virus Protection Utilities, Microsoft SUS and WUS, Sun Jumpstart, RedHat Kickstart, SuSE Auto-Yast, HP Ignite-UX, AIX NIM, Sendmail, Apache, Zope, Tomcat, Moin Wikki, ImageMagick, MySQL, OpenLDAP, NIS, NFS, Automount, Samba, Teamquest, OpenSSL, OpenSSH, GPG, McAfee PGP Server, VMware Infrastructure 3, BakBone NetVault, BMC Perform and Predict, PostgreSQL, Microsoft SQL Server, Bacula, Op5, Opsview, Nagios, Red Hat Enterprise Virtualization, Confluence, Jira, Bamboo, Stash, Jenkins, SaltStack, Icinga, Git, Docker (1.9, 1.11, 1.12), OpenStack (Kilo, Liberty, Mitaka),

### Education and Professional Certifications

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