DAVID JONES

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INDUSTRY PREFERENCES: INFORMATION SECURITY | IT PROJECT MANAGEMENT | DATA CENTER MANAGEMENT| CLOUD

PROFILE

Information Technology professional recognized for demonstrating expertise in a diverse range of technologies within multiple industry settings. Success in managing the confidentiality, integrity, and availability of data center infrastructures. Versed in handling of networks, software, hardware, break/fix, and the ability to implement standards, procedures and processes that improved business functionality. Possess exceptional customer service and analytical skills; able to rapidly assess situations; implement effective strategic plans and mitigate risk. Capable of leading a team and motivating individuals to maximize productivity and building strong relationships with clients.

EDUCATION

Masters of Business Administration in Project Management ▪ Strayer University ▪ Washington, DC

Bachelor's Degree in Information System ▪ Strayer University ▪ Washington, DC

COMPLETED COURSES

AWS Architecture Solution (In Progress)
CISSP
SECURITY +
CRISC

ACCOMPLISHMENTS

- **AWS CERTIFIED CLOUD PRACTITIONER**
- **CERTIFIED SCRUM MASTER**
- **CERTIFIED PRODUCT OWNER**
- **IYIL V3 CERTIFICATION**
- **CAPITAL ONE MAGELLAN GRADUATE (2017)**
- **ALTIRIS CLIENT MANAGEMENT CERTIFICATE**
- **MICROSOFT OFFICE 2007 & 2010 CERTIFICATE**

- **VMWARE VSPHERE INSTALL, CONFIGURE, MANAGE COURSE**
- **ADMINISTERING WINDOWS 7 CERTIFICATE**
- **FIRST AID, AED, AND CPR**
- **ALPHA CHI HONOR SOCIETY**
- **GOLDEN KEY INTERNATIONAL HONOR SOCIETY**

RELATED EXPERIENCE

Capital One ▪ Chester, VA   **November 2013-Present**
Facility Hardware Planner/Scrum Master/Team Lead - Principal Associate
Responsible for production support project builds, troubleshooting the data center infrastructure and maintaining the confidentiality, integrity, and availability of the data center environment.

• Mange data center inventory with asset management tools (HPSM, OpenDCIM, Version One and Service Now)
• Scrum Master for the Raised Floor Data Center
• Develop technical architecture in an Agile and KANBAN
• Own all aspects of service delivery (Project Management, Power & Space, Asset Management, and Cabling)
• Install and configure servers and equipment on Raised Floor Data Center per standard, policies and procedures
• Troubleshoots issues per Change Management and ITIL standards to resolve severities in SLA
• Responsible for operational, design and performance improvements within the Raised Floor Data Center
• Lead and participate in Facilities road-maps, testing and proof of concepts
• Responsible for the creation, management and upkeep of Configuration Items (CI's)
• Create standards, change order, quotes, and build documents for Raised Floor Data Center
• Manage contractors and 3rd party resources in day to day operations

Iluka Resources Inc. ▪ Stony Creek, VA   **August 2008 - November 2013**
IT Support Specialist

Primary point of contact for all IT and mobile related issues for a large global mining and mineral production, governed under strict MSHA guidelines. Held multifaceted responsibilities to configure, install and administer hardware, software and network infrastructure, along with telecommunications systems.

•Administered and upgraded servers in a 2003 -12R2 environment in regional data centers
•Assisted day to day SAP, Exchange 2010, and Active Directory management in relation to new employees, turnover and security group management
•Managed IT projects and Rollout and created test environments for Windows 7 and 8 using VMware
•Managed IT and Mobile Device Assets
•Provide complete onsite and remote technical support to all IT, peripheral, mobile device and A/V issues in the US, Brazil, and Australia
• Complete work orders in specified SLA's
•Monitored tape backup and restoration utilities

Rich Certified Services/Tolt ▪ Richmond, VA   **April 2005-August 2008**
Service Technician

Provide wall to wall on site technical support for a national grocery chain in the Mid-Atlantic region. My primary roles and responsibility were to install, repair, and maintaining, store IT technology and Point of Sale front end equipment.

•Provided onsite technical support for POS, front-end equipment, scales, computers, servers, wireless devices, and printers
•Setup and maintain computers in a Microsoft and Citrix environment
•Managed HP and Dell servers and switches in data room
•Maintain assets control and constant adherence to Inventory Control practices
•Provided bench testing and repair on failed parts such as scales, printers, POS equipment, servers and computers
•Completed trouble tickets according to SLA standards
•Managed IT project rollouts and new store builds

IBM ▪ Richmond, VA   **October 2005-April 2009**
System Service Representative

Provided maintenance of Multi-Vender Services on other vendors' equipment. Primarily responsible for performing technical services including some or all of the following: element exchange, minor repair, equipment refurbish, installation, relocation, discontinuance, upgrade and modification.

• Installation of enterprise hardware, software and related network equipment
• Installation of end user point of sale devices
• Component level upgrades performed on servers and network equipment
• Project management/team lead for large enterprise and point of sale installs
• Installation of Windows OS and Linux OS
• Performed desk side support in various corporate environments
• Troubleshoot, diagnose, install, upgrade, configure, and repaired computer systems and
network system components
• Working knowledge diagnosing and repairing network and host equipment
• Planning and implementing work flow for projects and customers
• Assisted in hiring and delegation of workers to facilitate job sites• Acted as a liaison to project team leadership
• Team leader on install and refresh projects
• Mentor to new hires and peer leader for team members