Edward Duffy

Los Angeles, CA 90039 • 202-413-7748 • edward.duffy@spiggy.us • linkedin.com/in/edward-j-duffy

Principal Infrastructure Consultant

Senior IT leader with over two decades of experience delivering large-scale technical infrastructure programs to enterprise customers. Translate business objectives into innovative solutions to drive efficiencies and profitability for customers. Deep knowledge of enterprise and datacenter architecture as well as cloud-based AWS platforms. Strengths in management, enterprise architecture, defining continuous improvement processes, recognizing and accelerating peer's strengths, share knowledge base, and assist in building powerful teamwork that can conquer any obstacle. Ability to translate business requirements and budgets into stable and supportable, high availability environments. Well versed in performance tuning. Supervise and mentor direct reports. Develop and maintain excellent customer relationships. Develop and implement process improvements to increase efficiency. Dedicated to continuous learning with excellent organizational, communication, analytical and troubleshooting skills. Maintain partnerships with all stakeholders to mitigate issues and sustain growth. Capitalize on natural leadership talents to steer teams and the company into new directions.

Professional Strengths

Team Building & Leadership • Management • Client & Vendor Relationships • Process Improvement • Staff Training • Systems Development • Staff Supervision • Customer Support • Performance Tuning • 24x7 Support • Principal Consultant • Technical Mentor • Cloud Certification • AWS Certified • Solution Architect • Oracle Exalytics In-Memory Machine Certified • Problem Resolution • Security Privileges • Auditing • Migrations • Presales Architecture • Business Intelligence • Data Security • Technical Support • System Testing & Deployment • ITIL Project Management • Data Centers • Enterprise Solutions & Architecture • Cloud Computing

Professional Experience

INFRASOLVED INCORPORATED, Los Angeles, CA   March 2013 – Present
Principal Consultant
Primary role to design, implement and tune Oracle Hyperion Enterprise Performance Management components, including, but not limited to, HFM, Planning, FDMEE, HPCM and Financial Reporting. Hands-on experience in administering Oracle Hyperion Enterprise Performance Management, and responsibilities include: ensuring system availability and performance meets service level agreements; understand technical architecture and lead design decisions and improvements; ensure product use aligns with vendor best practices for optimization and supportability; lead planning, communication, and execution of upgrades and patches; proactively manage and reactively respond to and resolve production issues, including stakeholder communication, hands-on root cause analysis and resolution. Currently have delivered over 45 environments to a customer base of twenty clients. Including but not limited to healthcare, retail, local government, utilities, entertainment, manufacturing, and educational sectors. Managed scheduling, resource allocation, risk management, issue resolution, vendor management, milestone reporting to senior management, go-live, and on-going support. Communicate technical design requirements and implementation details to sales team and customers, both in formal documentation and verbally. Manages the technical aspects of sales prospecting and provisioning. Communicates account and project status with internal teams, including sales, customer support and sales engineering management. Collaborate with peers to identify and deliver solutions that result in better business outcomes. Customers heavily rely on expertise to plan, design, implement, operate and manage a variety of technology solutions involving Security, Networking, and Finance. Makes critical decisions that make a difference. Proven ability to thrive in a dynamic environment and meet deadlines.

- Design and deliver Oracle Hyperion and OBIEE solutions, often reducing report generation time from ten to one-minute transactions, and consolidations from several hours to 30 minutes.

- Implement and maintain dozens of development environments across multiple virtualization/cloud platforms such as AWS, VMWare and Digital Ocean.

- Lead large scale migrations and upgrades for data applications within HFM, Essbase, Hyperion planning and Financial Reporting.

- Put in place best practices for application web server installations, customization and automation, leading to more efficient implementations, delivering projects as low as 80% of original budget.

- Frequently sought by third party vendors to mitigate issues and regain trust of troubled clients.

- Partner with local IT teams on root cause analysis and corrective actions and identify key pain points to ensure project deliverables meet go-live dates.

- Establish training and documentation for IT teams to ensure proper maintenance and administration of systems post go-live.

VERIZON ENTERPRISE SOLUTIONS (formerly Digex, WorldCom, MCI, Terremark)

Beltsville, MD   January 1999 – March 2013

Senior IT Technical Support Supervisor, Feb 2005 – Mar 2013

Supervised team of five to ten technicians covering 12x7 technical support to several hundred clients, across six datacenters in managed hosting environment. Served as procedural point of escalation for internal organizations in India, UK, Australia, and Germany. Managed and monitored the activities of support center supervisors and staff. Liaised with technical staff on hardware and/or software issues. Led direct reports and ensured the development of all staff. Periodically reviewed resource changes with senior management to assure the effectiveness of procedures and capabilities. Actively participated in the development, acquisition & maintenance of tools. Established and scheduled resources required to fulfill requests and resolve problems while meeting high service levels. Advised staff concerning administrative procedures, technical problems, and priorities. Conducted analyses and prepared reports on progress, work trends, and problems. Evaluated and developed support center programs and policies. Improved quality and responsiveness of corporate support services. Improved interaction and service between support and other functional areas of company. Ensured staff received appropriate training and remained knowledgeable about products and systems. Ensured all employees are trained to properly to use systems and applications. Kept upper management informed on status of employees' problems and of technical support activities as necessary. Supported and administered hosted external DNS/BIND environment covering 15K zones. Directed site deployments using Apache, Weblogic and Interwoven and troubleshot Solaris server administration for internal messaging.

IT Technical Account Manager, Feb 2004 – Oct 2004

Functioned as a Technical Account Manager for our largest Managed Enterprise Hosting client. Served as 24/7 primary escalation point for any site impacting outages. Responsible for QA and regular reports on server performance. Responsible for deployment and decommission of WebLogic application servers hosted on Solaris infrastructure. Oversaw implementation of load balancing/firewall requests for new sites. Coordinated new e-commerce site deployments and retirements. Oversaw and documented all client escalations, ensuring swift resolution.

IT Technical Support Manager, Nov 2001 – Feb 2004

Recruited, hired, trained, developed, and supervised performance of twelve-member Level 1 support team. Proposed, designed, created and managed a new secondary 24x7 Premier Support Center providing customizable support for top-tier enterprise clients. Saved customers $1-3 million annually by being proactive in troubleshooting activities. Customer revenues exceed $100 million in annual sales. Reformatted the common first level support experience to a new, more innovative design that utilized the latest technologies, training, and implementation into our clients' websites. Assisted with application server updates, WebLogic implementations, and additional support tiers.

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WorldCom purchased this division from Digex and distributed to use as their default support model for all managed hosting customers.

IT Technical Support Supervisor, Jun 2000 – Nov 2001

Hired, trained, developed, and supervised performance team of sixteen technicians, 10x7 Level 1 support team. Constantly worked to find new tasks that the team could perform using easily repeatable processes to increase first call resolution. In effect, raising first call resolution statistics from roughly 75% to 90%. Responsible for producing weekly statistics tracking metrics on incoming calls and emails, as well as ticket creation/resolution statistics. Was also in charge of maintaining a Solaris server we used to receive and send emails from our external clients. Company expanded to six datacenters worldwide.

IT Server Operations Center Lead QA Engineer, Jan 1999 – Jun 2000

Hired, trained, developed, and supervised performance of six-member monitoring engineering team. Partnered with clients on unique monitoring needs and developed strategies to gauge application functionality. Provided on-site live support through frequent travel. Oversaw team for installations, configurations, and updates of monitoring and notification systems such as Site Scope and NetCool. Trained server operations center technicians on new software and alert handling procedures.

Certifications

AWS CERTIFIED SOLUTION ARCHITECT ASSOCIATE – 2/2018

ORACLE EXALYTICS IN-MEMORY MACHINE X3-4 CERTIFIED IMPLEMENTATION Specialist – 12/2016

Technical Proficiency

LANGUAGES: Perl, BASH, Ruby, Python, PL/SQL, SQL*PLUS

SOFTWARE: Microsoft SQL Server 2008-2017, Oracle 11g, Oracle 12c, Oracle Hyperion Enterprise Performance Management (HFM, Planning, Financial Reporting, HFCM, DRM, FDMEE) 11.1.2.1-11.1.2.4, Oracle SmartView 11.1.2.x, Microsoft Office Suite, Microsoft Exchange 2000-2013, Microsoft Active Directory, RSA, LDAP, Oracle Weblogic Server 11g-12c, Oracle HTTP Server 11g-12c, IIS 3.0-10, Apache HTTP Server 2.2-2.4

OPERATING SYSTEMS: MS Windows (Windows Server 2003-2016, Wiindows 3.1-10) Oracle Solaris (2.x-11.x), AIX (6.x-7.2), Linux (RHEL 5-7, Ubuntu 11-17, Oracle Linux 5-7., CentOS 5-7)

NETWORK: TCP/IP, DNS/BIND, NFS

CLOUD/VIRTUALIZATION PLATFORMS: AWS, VMWare, Oracle VM, Microsoft Office 365, G Suite

Volunteer Activities

LATITUDES HOMEOWNERS ASSOCIATION, Los Angeles, CA   March 2017– Present
Board President

Manage board representing 63 stakeholders for housing group. Manage project to create a community-based fiber-optic network. Includes organizing townhalls, conducting community outreach to determine needs and creating white papers to fully detail project plans. Partner with vendors on maintenance, issues resolution and compliance with standards. Head up technology, finance and social committees. Resulting in significant increase to financial reserves and community engagement.

Professional References Provided at Interview