

SENIOR TECHNICAL / OPERATIONS MANAGEMENT

QUALIFICATIONS

Over 25 years technology and operations experience including 9 years of management, 6 years second level management and 2 years business ownership. Experienced planning, developing and implementing large distributed environments, utilizing resources and managing projects and staff in such areas as internet, manufacturing, healthcare, higher education, high tech, and wireless communications. Adept at crisis management, trouble shooting, problem solving, and vendor negotiations. Advanced positive company image through public presentations. Published author. Masters Degree.

AREAS OF EXPERTISE

Profitability Improvement
Budgeting
Cost Control
Strategic Planning
Architecture
Internet / Intranet / Extranet
E-Commerce/POS

Security / Disaster Planning
Vendor Management
Contract Negotiations
Groupware / Data / Voice
Leadership
Training / Mentoring

Team Building
Project Planning and
Implementation
Communication and Documentation
Bank Negotiations and
Relationships

PROFESSIONAL EXPERIENCE

Jan. '09 – Mar. '09

Senior Developer
Red Room Omnimedia Corporation

San Francisco, CA

- Drupal and PHP development including CSS and HTML.
- Ubercart store setup, testing, documentation, and training.
- Responsible for Security and PCI compliance setup.

Feb. '03 – Aug. '08

Director of Operations
IMG Worldwide

Lexington, KY

- Managed technical staff of 16 performing formal and informal training and mentoring, and project management in a dynamic, fast-paced environment.
- Controlled budget emphasizing cost reduction while improving and expanding services.
- Set overall direction, policies, standards, and guidelines for the technology environment emphasizing standardization and security.
- Developed and maintained the "big picture" vision of architecture strategy including software, systems, networks, and security in a highly customized environment.
- Managed environment where network transmissions regularly exceed 400 Mbps with peaks above 1.8 Gbps.
- Developed and implemented security, disaster recovery, and business continuity plans and processes.
- Installed, administered, and supported Cisco and 3Com networks including load balancers, switches, routers - both wired and wireless, and firewalls.
- Led the roll-out of the first free college athletics video over the web.
- Developed e-commerce solutions and credit-card processing including database design and coding.
- Investigated security incidents and provided remediation and reporting including O/S patches and upgrades.
- Ensured continuous delivery and operations of high traffic highly visible college sports athletics web sites including www.ukathletics.com, www.secsports.com, www.texassports.com, www.utsports.com, www.utladyvols.com, www.ncaafootball.com, www.mgoblue.com, www.arizonaathletics.com, www.texasfootball.com, and www.ihigh.com.
- Verse in Windows, Macintosh, Linux, and Solaris operating systems, and Cisco routing and load balancing running applications such as Oracle, MySQL, MSSQL, IIS, Apache, Active Directory, Exchange, Vignette, Expression Engine, Drupal, and custom content management systems. Managed Lucent PBX telephone system.

Sample vendor negotiation: Negotiated CDN bandwidth costs decreasing them by 82% over four years.

Sample vendor negotiation: Negotiated Collocation facility costs increasing bandwidths by 833% with a 16% increase in costs.

Sample Budget Experience: Replaced over \$500,000 of recurring cost solutions with ones requiring less than \$40,000 in one-time costs over an 18-month period.

Sample Technical Experience: Increased service reliability reaching a monthly uptime rate of 99.995%.

Sample Technical Experience: Developed an e-commerce solution for IMG Academy to accept credit-card payments for school enrollments of up to \$100,000 per transaction.

Sep. '02 – Feb. '03 **Systems Analyst** **Lexington, KY**
Bluegrass Regional Mental Health/Mental Retardation Board

- Designed and managed network consisting of 3Com Switches, Cisco routers, and Cisco PIX.
- Installed and upgraded Windows and Linux servers and applications.
- Converted then expanded a statistical analysis program from Perl to Visual Basic.

Oct. '01 – Nov. '01 **Programmer/Analyst** **Nashville, TN**
TEK Systems **Client: Vanderbilt University**

- Designed, developed and implemented an LDAP implementation for Vanderbilt University's academic computing.

Dec. '99 – Aug. '01 **CEO and President** **Lexington, KY**
Pitts Technical Resources, Inc.

- Founded, developed and managed a technical consulting firm developing complex client-server, web based, and applications solutions.
- Bank negotiations and relations including acquiring loans in excess of \$150,000.
- Team leadership and collaboration.
- Corporate Board member and Chairman of 6 person Board of Directors.
- P&L Management.

March – Sep. '99 **SP Implementation Team Lead** **Sacramento, CA**
ICC Corporation **Client: Sutter Health**

- Lead a team of 9 supporting the 7th largest health organization in the U.S.
- Migrated 32 SP Nodes and 8 SP Frames to Y2K certified level of AIX, including PSSP, HACMP, ADSM, and other ancillary software with 100% success rate on-budget and ahead of schedule.
- Managed a rotating team of nine system administrators in providing updates and patches to systems in a true 7x24 hospital environment.
- Addressed technical issues such as datacenter footprint management, outage coordination, service contracts, and data warehouse access.

1996 – 1999 **Senior Consultant** **Everett & Bellevue, WA**
Best Consulting **Client: The Boeing Company**

- Performed diagnostics, performance monitoring and tuning, file system manipulation, cluster manipulation, loading of e-fixes and ptf's, documentation, problem determination and resolution, and other duties as needed to successfully manage in excess of a terabyte of data spanning two multi-framed SP's in a collaborative and collegial environment ensuring availability of data to over 12,000 engineers. Storage management issues were addressed including backup and recovery as well as disaster recovery with VERITAS and ADSM.
- Designed, programmed, and maintained a 14,000+ page dynamic web site identifying dynamic, time sensitive, and accurate tracking of 3000 AIX workstations.
- Participated in AIX Change Board.
- Developed and Instructed corporate training courses on Perl, Web, and Unix and Linux.
- Performed technical interviews in Unix, Web Mastering, and Programming.

1982 – 1996 **Consultant** **Lexington, KY**
Clients included Fox Automotive, Jessamine County Public Schools, Asbury College IBM, and Ashland Oil

- Managed customer center and performed systems administration at IBM's regional marketing center.
- Programmed and designed custom databases and front-end systems.

- Troubleshoot hardware and software issues using Unix, AIX, DOS, and Windows.
- Performed backup and recovery operations with ADSM.

ACADEMIC EXPERIENCE

EDUCATION

- M.S. Information Systems, University of Phoenix, 3.97 GPA, 2008
- Accounting and Microeconomics, Bluegrass Community and Technical College, 4.0 GPA, 2006
- B.S., English/Secondary Education, Asbury College, Wilmore, Kentucky, 1992.

PUBLICATIONS

- Pitts, David & O'Brien, Dennis, Korn Shell Programming by Example, Que Publishing, 2001. (ISBN 0-78972-465-0).
- Pitts, David & Ball, William, Red Hat Linux 7 Unleashed (5th edition), Sams Publishing, 2000. (ISBN 0-67231-985-3).
- Pitts, David; Ball, William; & Goerzen, John, Linux Unleashed (4th edition), Sams Publishing, 1999. (ISBN 0-67231-688-9).
- Pitts, David & Ball, William, Red Hat Linux 6 Unleashed (4th edition), Sams Publishing, 1999. (ISBN 0-67231-689-7).
- Pitts, David & Ball, William, Red Hat Linux (v. 5.2) Unleashed (3rd edition), Sams Publishing, 1998. (ISBN 0-672-31410-x).
- Ball, William, (Pitts, David, inside cover credit), Using Linux, Que Publishing, 1998. (ISBN 0-78971-623-2).
- Moritsugu, Steve (Pitts, David, inside cover credit), Using Unix (2nd edition), Que Publishing, 1998. (ISBN 0-78971-632-1).
- Pitts, David et.al., Red Hat Linux Unleashed (2nd edition), Sams Publishing, 1997. (ISBN 0-672-31173-9).
- Bowen, Richard; O'Brien, Keven; Haddad, Christopher D.; Westguard, Mark; & Pitts, David, CGI Programming with Perl, Visual Basic & C, Sams Publishing, 1997. (ISBN 1-57521-241-2).

References Available On Request