

BRIAN WILLIAMS

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GLOBAL ARCHITECT & INFRASTRUCTURE

AWS PLATFORM | IT LEADERSHIP | DEPLOYMENT/MIGRATIONS

Highly driven and experienced infrastructure and network manager dedicated to designing, building, automating, and deploying large-scale fault-tolerant infrastructure and systems. Led technically advanced teams towards higher levels of achievement to expand opportunities for shifts in positions, salary increases and succession planning. Conduct in-depth interviews with other subject matter experts to gain an understanding of the features and functionality of information technology assets and software. Administer and manage the development of planning sessions required to review testing and validation results of emerging technologies related to a broad range of digital services with remote access point requirements. Define and take proactive steps necessary to avoid/eliminate system downtime and minimize impacts on daily operations.

Areas of Knowledge

Network Stability | Server Administration | Asset Management | Cross-Functional Teamwork | System Installation
Project Management | Change Management | Expert Level Triage | Service Level Agreement | Risk Management
Business Strategy & Solutions | Global Infrastructures | IT Strategy, Policy & Procedures | Datacenter to Cloud
Data Analytics | Elastic Stack | Storage | Application Integration | Architecture | Database Implementation

Programming: Python | C# | HTML | CSS | JavaScript

Networking & Content Delivery: VPC | CloudFront | Route53 | API Gateway | Akamai Services

Security/Identity/Compliance: IAM | Secrets Manager | GuardDuty | Inspector | Certificate Manager | WAF & Shield | F5 Big-IP | Rapid 7 InsightVM | Okta | PCI

Operating Systems: Windows | Linux | Mac | EC2 | ECS | EKS | Docker | Kubernetes | Lambda | Beanstalk

Microsoft Tools: Active Directory | Group Policy | DFS | SharePoint Office 365 | Exchange | PKI

PROFESSIONAL EXPERIENCE

CSG; Denver, CO

2006-Present

Director, Global Platform Architecture/Ascendon Platform

Hold full accountability and oversight of the company's entire global SaaS, cloud-based platform to enable a spectrum of digital services to capture consumer mindshare and brand loyalty of the Ascendon Platform. Control the entire lifecycle of network systems, architecture, and applications hosted in an AWS environment to ensure reliability, security, and site performance for the world's leading broadband, cable and satellite providers. Oversee teams of software and cloud architects, engineers, and cybersecurity analysts while managing both the capital expenditure (CapEx) and operating expense (OpEx) budgets valued at over \$10M.

- Accountable for the effective and efficient delivery of internally led network architecture used to support business processes, services, and products across the Ascendon business line.
- Champion a solution-oriented and customer-driven culture in the development of automation strategies and roadmaps to ensure integration with service provider requirements.
- Work closely with multiple IT leadership teams on the Ascendon portfolio platform to prioritize resources and respond with agility to changing customer specifications.
- Develop internal controls to monitor operating and capital budgets for infrastructure expenditures to ensure consistency with shared goals, solutions, and business objectives.
- Participate in c-level leadership meetings to assess external and internal capabilities required to achieve the desired high-reaching global positioning of the business strategy.
- Forecast technical skills and needs to acquire an IT workforce with the appropriate mix of business knowledge and competencies for future, ongoing, and emerging technological advancements.
- Led a cloud migration from a physical datacenter to an AWS platform for 500+ servers with zero downtime or business disruption within 3 months.

- Developed a fully operational data streaming and analytics implementation utilizing Elastic Beats, proprietary .net code, Kinesis, Elasticsearch, and machine learning.
- Set the path of the DevOps pipeline using Terraform, CodeBuild, Git, Codepipeline, and StepFunctions.
- Worked closely with the Development Chief Architect on the migration from an EC2 hosted monolithic architecture to a containerized and serverless microservice.
- Directed the implementation and productization of Elasticsearch as the SQL Server alternative for the Ascendon platform to accommodate a zero down-time architecture.
- Led the team to achieve continued PCI, SSAE16 SOC2, and ISO27001 compliance.

TELUTION, INC (acquired by CSG); Chicago, IL

2000-2006

Manager, Infrastructure

Managed the team accountable for all data center operations and internal infrastructure for the company's flagship SaaS product offering of COMX order management an open source software (OSS) for a broad range of telecommunication companies. Drove compliance of the COMX platform by working alongside developers to identify and determine security and infrastructure needs along with customer acceptance protocols. Analyzed requirements and capabilities to lead the team in resolving software and application issues by understanding the interdependencies across the platform. Actively participated in architectural and infrastructural decisions to build scalable systems and administer an ongoing review of the environment to ensure operability, stability, and security.

- Traveled to client locations to engage with site leadership regarding the installation and technical training required to navigate the full benefits of the COMX solution.
- Created and maintained customer support portals to publish and prioritize support requests for effective assignment and resolution of end-user issues.
- Accountable for back-office operations and expert level triage of Exchange, SharePoint, Cisco VPN, PIX/ASA firewall solutions and physical datacenter hardware to include all end-user devices, provisioning, and support.
- Developed Microsoft Installers for the installation and storage of the COMX open source software on the client's data center floor.
- Played an integral role in integrating the COMX order management software with the Microsoft Customer Care Framework to provide clients a more advanced approach in handling complex service bundles.
- Acquired proficiency in using Microsoft Message Queuing (MSMQ), COM+ components, and SQL Server for the enterprise-class, multi-tiered architecture of COMX solutions.

AMERICAN MANAGEMENT SYSTEMS; Fairfax, VA

1999-2000

Consultant

Served as consultant to assist companies in the design and deployment of solutions by working closely with business users and internal technical resources across government services and agencies. Managed the installation, interface, enhancements, and ongoing technical support for the Pegasys financial platform.

- Served as an informational resource to resolve support issues beyond the expertise of on-site Tier 1-3 technicians and primary point of contact on all escalated incidents.
- Investigated system problems and provided solutions using specific product knowledge, system utilities, and operating environment protocols.
- Acquired Top Security Clearance required for being employed as a part of a government contract.

EDUCATION

NORTHERN ILLINOIS UNIVERSITY; Dekalb, IL

Bachelor of Science; Operations & Management Information Systems