

CHUCK ASHLEY

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IT INFRASTRUCTURE MANAGER/DIRECTOR

- **Data Center Automation**
- **Disaster Recovery**
- **Server Administration - Windows/Unix**
- **LAN/WAN - Voice & Data**
- **Project Management**
- **Continuous Improvement**
- **Staffing/Team Development**
- **Vendor Management**

Information Technology Manager with 10+ years of data center management and infrastructure operational experience with a track record of improving and achieving high availability. Broad infrastructure background with multiple platforms. Experienced supervisor and cross-departmental project team lead who creates team-centered environments fostering innovation through collaboration. Proactive, analytical approach to issue resolution and process improvement.

EXPERIENCE

NTT DATA, DALLAS, TEXAS 2016 – Present
NTT DATA delivers its Business Process Outsourcing Services (BPO) with an agile, customized approach designed to drive the key business outcomes for it's customers.

IT Project Manager, Citi Bank

- Provided scheduling and coordination across IT teams, vendors, external business partners and internal business process owners to perform migration of B2B circuits and connections as part of a Data Center consolidation project.

CAMBIA HEALTH SOLUTIONS, Salt Lake City, Utah 2012 - 2016
Cambia is a nonprofit total health solutions company dedicated to transforming the way people experience the health care system.

Manager, Server Systems

- Managed multiple Infrastructure teams responsible for
 - 2.7 petabytes of SAN storage
 - IBM mainframe administration
 - Backup & Restore
 - Disaster Recovery
 - Physical Data Center (cooling, power, rack space)
- Led project to consolidate secondary data center reducing physical footprint by 4,000 sq. ft. to provide for needed office space.
- Managed cross-functional team to reduce mainframe footprint by 50% creating an annual savings of over \$700,000.
- Led Storage Team to identify and resolve SAN performance issues which resulted in an 80% reduction in storage incidents.

LENNOX INTERNATIONAL, Richardson, Texas 2000 - 2011
Lennox International, Inc. is a global manufacturer and distributor of heating, air conditioning and refrigeration products for commercial and residential applications.

Manager, IT Infrastructure/Data Center Operations (2004 - 10/2011)

- Recruited and managed corporate data center Operations team responsible for
 - 36+ TB of usable disk storage on an EMC Symmetrix in an EMC SAN environment

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- Backups using EMC Networker with AlphaStor
- 100+ Unix servers, 450+ Windows servers and 4 AS400's
- Voice and data network spanning more than 200 North American locations
- Led full-scale data center automation project from RFP, vendor selection and negotiation to planning and final deployment, resulting in \$200,000 annual savings
 - Headed a team of in-house and third-party server and storage administrators to implement an automated backup solution that included EMC Networker in conjunction with Unix scripts to manipulate databases and BCV's (clones)
 - Developed Unix scripts to automate daily processes and add required monitoring functionality
 - Led a cross-functional team of server administrators, network engineers, storage administrators and application programmers to design and implement automated monitoring solution resulting in reduced downtime and shortened response times
- Managed expenses against data center budget

Supervisor, IT Computer Operations (2000 - 2004)

- Implemented Big Brother automated monitoring solution, resulting in more timely outage notifications and less dependency on human interaction
- Created a single, online repository for all operator procedures and work instructions, replacing individually maintained work logs
- Recruited, scheduled and trained a staff of 16 computer operators

RELATED EXPERIENCE

CompuCom Systems, Inc. – IT operations support and data quality analysis

Viata Corporation – Unix computer operator

EDUCATION

Bachelor of Science, Hyles-Anderson College, Crown Point, Indiana

Continuing Education:

Unix Operating System – NCR, Dallas, Texas