

Christopher M. Dick

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Summary

Results-oriented enterprise architect responsible for influencing a broad range of corporate IT initiatives while participating in planning, analysis, and implementation of enterprise systems solutions in direct support of business objectives.

Key Achievements

- ✓ Initiated, planned, and executed consolidation of 5 existing data center environments into two strategic solutions, providing higher availability, lower TCO, and increased scalability through the use of Windows and UNIX virtualization solutions.
- ✓ Spearheaded project to deliver business continuity solutions proven to meet 2 hour RTO and 1 hour RPO for business critical services across a 2500 server enterprise environment.
- ✓ Demonstrated successes directing technical staff and administering IT budgets in excess of \$20MM.
- ✓ Provided architectural direction and influenced enterprise technology roadmap for infrastructure enhancements delivering a 20% reduction in service outages and a 25% increase in average server utilization across 500 applications in the target line of business; effort resulted in \$5.2MM in first-year savings.
- ✓ Initiated and completed architectural review of senior management's top 25 applications; review resulted in identification of over \$16MM in previously undefined risk, including non-conforming licensing practices, business continuity risks, and failure to comply with federal regulations. Remediation cost of \$25,000 resulted in significantly reduced legal and financial exposure.

Professional Experience

JPMorgan Chase, Lewis Center, OH

January 2008-Current

Vice President, Lead Architect (March 2009 - Current)

Responsible for managing a team of Infrastructure Solutions Architects tasked with translating business requirements into technology solutions with a focus on overall business expense, strategic technology solutions, and leveraging or creating shared infrastructure system solutions. Served as overall Lead Infrastructure Architect for seven lines of business comprising Central Technology, including HR Technologies, Shared Services, Corporate Real Estate, Legal and Compliance, and Global Finance Technologies. Participated in prioritizing annual project activities and estimating budgets for future projects.

Key Contributions:

- Initiated Peer Review process for Architecture solutions presented to establish consistency across deliveries resulting in shorter project delivery timelines
- Increased overall awareness of available shared services in all JPMC towers resulting in adoption of shared services solutions above annual estimates; overall shared services adoption resulted in \$8.2MM in estimated annual saves
- Mentored two implementation engineers to step into Architect roles when existing Architects executed planned exits from the business
- Proposed and designed standards for Infrastructure implementations to reduce overall design and implementation timelines resulting in a 2-week reduction in project timelines for projects leveraging established patterns

Vice President, Architect Lead (January 2008 - March 2009)

Responsible for architecture strategy, vision, systems integration, and influencing technology selection across the global infrastructure silo of JPMorgan Chase's technology enterprise. Served as the overall Design and Engineering lead for Central Technology Shared Services, providing guidance in industry trends and vendor practices with a strong focus on cost efficiency, standardization, and maximizing return on investment leveraging well-defined technology patterns and commodity solutions. Tasked with communicating the practical implications of architectural decisions, issues, and plans to senior management.

Key Contributions:

- Identified as a trusted advisor on Architecture and Design topics with senior business, operations, and technology management
- Drove migration of enterprise document repository data store from SAN with Windows front-ends to NAS; migration resulted in higher resiliency, lower RPO and \$1.6MM in annual savings
- Influenced architecture changes in existing international asset management implementation resulting in \$2.4MM in project savings, early infrastructure delivery, and increased testing flexibility
- Completed evaluation of infrastructure capacity, provided recommendations for application consolidation or virtualization and drove businesses to implement changes resulting in increased infrastructure utilization, reduced data center footprint, and over \$8MM in first-year savings
- Proposed and participated in proof-of-concept for Azul Systems Java Compute Appliances and influenced business acceptance resulting in \$10MM in anticipated first-year savings

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Click4Care, Powell, OH

June 2007 - January 2008

Director of Information Technology and Lead Technology Architect

Responsible for converting the technology infrastructure of a small (15 employee) software development start-up to an international, enterprise class solution with HIPAA compliant system and data security, enterprise backup solution, and automated development build/test environment.

Key Contributions:

- Created infrastructure architecture and deployed enterprise backup and business continuity solutions for environments providing services to customers storing Protected Healthcare Information (PHI)
- Performed on-site deployments for shrink-wrap customers
- Coordinated implementation of new VoIP telephony solution
- Migrated hosted e-mail and web solutions to internal infrastructure solutions
- Developed architecture for, coordinated, and deployed UK-based hosting facility for international customer support enabling \$8MM in annual revenue
- Negotiated \$2.4MM annual Hosted Solutions contract leveraging multi-vendor negotiations to save \$750,000 over initial vendor quotes
- Designed and deployed VMware environment for rapid scalability and increased flexibility resulting in \$2.1MM in savings over proposed architectures
- Deployed, and supported, OpenCRM for customer relationship management

Sterling Commerce, Columbus, OH

February 2002- June 2007

Supervisor, Software Engineering (March, 2007 - June, 2007)

Responsible for managing a team of developers as they delivered new product solutions. Specifically responsible for a team delivering the existing product code into new infrastructure solutions designed to support future application development.

Key Contributions:

- Performed initial merge of code changes following three month project to split core infrastructure code from application environment
- Provided Architectural guidance and strategies for product development and market positioning
- Delivered first production-ready version of a new infrastructure application on-time and under-budget

Lead Software Engineer (September, 2006 - February, 2007)

Responsible for providing initial architectural assistance to newly formed application development team. Tasked with providing performance benchmarks, identifying solutions for Sales demonstration opportunities and providing initial strategy for application implementation.

Key Contributions:

- Designed, documented and delivered initial product architecture support and performance baselining solution
- Coordinated with Sales and Executive Business Organization to deliver demo solutions of initial product offering
- Identified opportunity for Sterling products to integrate with *Salesforce.com* cloud application and successfully initiated development

Lead UNIX Systems Administrator (April, 2004-September, 2006)

Promoted to lead systems development teams' system support organization. Organized the growth of development systems environment from 73 systems to over 250 systems in less than one year. Grew systems team from 2 to 7 members. Participated in all systems staff recruitment, resource allocation, systems related project activities, and employee assessment functions. Built and mentored cohesive, client-focused, qualified team committed to meeting schedule and budgetary requirements.

Key Contributions:

- Designed, developed, and implemented enterprise-wide systems documentation database for recording available hardware and tracking infrastructure changes
- Managed systems consolidation program consolidating distinct servers to Sun 15k, IBM Regatta and HP 8400s utilizing domainable hardware solutions (domains, LPARs, vPARs)
- Designed, implemented, and configured multi-tier SAN infrastructure, including SAN fabrics and storage frames
- Migrated from local disk solutions to multi-tier SAN/NAS infrastructure
- Identified opportunity to consolidate backup solutions enterprise-wide; project resulted in a \$1.2 MM annual save due to licensing, hardware, and tape centralization.

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Sterling Commerce, Columbus, OH (continued)

Senior UNIX Systems Administrator (February, 2002-April, 2004)

Returned to Sterling Commerce to create development server environment. Responsible for all aspects of administration for over 18 software platforms and 8 hardware platforms. Grew systems team from 1 to 3 members. Expanded the infrastructure environment from 12 processors to 240 processors in less than 2 years, including systems supporting Oracle (8i, 9i, 10g, 10g RAC), DB2 (7,8), Sybase, Informix and MySQL.

Key Contributions:

- Generated and implemented systems environment security standards and policies
- Automated rapid deployment and patch distribution solutions for Sun Solaris, IBM AIX, HP-UX, Red Hat, SuSE and Windows
- Served as Subject Matter Expert for all systems related issues for Development, Test and Documentation teams
- Deployed, configured, and supported enterprise applications including PeopleSoft and SAP for development integration testing and performance validation
- Designed, implemented, and maintained NetBackup infrastructure for development backup environment

ResourceOne

November 2001 - January 2002

UNIX Engineer

Responsible for designing, implementing, and supporting customer environments in a wide range of markets.

- Provided Infrastructure Architecture analysis and for companies concerned with business continuity and recoverability
- Designed and began implementation on new SAP infrastructure, including application and database deployment
- Integrated Active Directory and SunOne LDAP infrastructure to enable single-sign-on

Sterling Commerce

April 2001 - November 2001

UNIX Systems Administrator

Responsible for all aspects of production and development UNIX support for a global enterprise.

- Recommended, designed, and implemented infrastructure to migrate the existing billing infrastructure from HP-UX to Sun Solaris; this migration represented a \$750,000 cost avoidance and aligned the infrastructure with internal roadmaps
- Planned and executed SAN infrastructure refresh; this migration reduced the overall SAN footprint by 50% and enabled the deferment of data center expansion plans by 2 years.
- Provided automated ETL solution to replace manual process for tracking customer usage and translating into billings; this implementation reduced the billing cycle by 8 days and increased productivity in customer-facing support teams.
- Provided systems-level support for enterprise applications including PeopleSoft, SAP, Geac SmartStream, web services (Apache, Tomcat, WebSphere), and internally developed applications

RHI

August 1999 - April 2001

UNIX Consultant, onsite at Sterling Commerce (June 2000 - April 2001)

Responsible for all aspects of production and development UNIX support for a global enterprise.

- Planned, and executed, Peoplesoft upgrade and migration from AIX to Sun Solaris; this migration resulted in a \$270,000 annual cost save and a one-time save of \$1,200,000 from licensing and hardware costs
- Provided operational support for Peoplesoft, SAP, Geac SmartStream, and internally developed applications
- Migrated, and supported, Internet-facing website; migration from Sun Solaris running WebSphere to Red Hat Linux running Tomcat created an annual cost-save of \$200,000 in annual licensing fees.
- Integrated SunOne LDAP authentication solution with Microsoft Active Directory

Desktop Support Consultant, onsite at Sterling Commerce (August 1999 - June 2000)

Responsible for supporting the desktop environment at Sterling Commerce, including Windows support, thick client application support, printer support, configuration and installation support, and hardware break/fix activities.

- Participated in 1200+ desktop upgrade from Windows 95 to Windows 98
- Developed standards for Linux-based development desktops
- Created mechanism to automate rebuilds of Linux-based development desktops
- Participated in desktop rollout and migration from Lotus Notes to Microsoft Outlook

Sarcom

April 1999 - August 1999

Desktop Support Specialist

Responsible for providing phone support for customer desktops, including Windows support, application support, authentication and authorization management, connectivity issues, and escalating to 2nd level support when warranted.

- Initiated new services with existing customers which resulted in fully-outsourced desktop support; contract resulted in a \$775,000 annual contract for Sarcom.

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Core Strengths

Infrastructure Architecture	Storage Design	Business Continuity
Risk Assessment	Utilization Optimization	Resource Allocation
Availability Planning	Business Impact Analysis	Budget Preparation
Cost-Benefit Analysis	Regulatory Adherence	Capacity Planning
Performance Tuning	Disaster Recovery Planning	Program Management
Process Definition	Business Requirements Identification	Technology Requirements Analysis

Technical Proficiencies

Operating Systems:	Sun Solaris (8,9,10), HP-UX (10.20,11.11,11.23 PA-RISC and I64), AIX (4.3.3,5.1,5.2,5.3), Linux (Red Hat Enterprise Linux 2.1, Red Hat Enterprise Linux 3.0, Red Hat Enterprise Linux 4.0, Red Hat Enterprise Linux 5.1, SuSE Linux Enterprise Server 8.0, SuSE Linux Enterprise Server 9.0, Knoppix), Mac OS X, Windows x86 (95/98/NT/2000/2003/XP), Windows I64 (2003), Windows x64 (2003)
Hardware:	Brocade SilkWorm (3900,4100), Brocade 48000 Directors, Cyclades (TS2000,TS1000), Dell (PowerEdge 2600,2650,2550,2450,2850,7250), EMC Clariion (FC4700,Cx600,Cx700), EMC Celerra (NS700, NS700G), HP (RP7400,RP8400,L2000,D210,K460,RX4640), IBM (p690, p670), Sun (15k,10k,v880,280r,v100,SunBlade 1000, X4200, X4600)
Scripting Languages:	Shell, Perl, PHP, SQL, Ruby
Tools:	Veritas Foundation Suite (Volume Manager, File System), Veritas Cluster File System, Snort, Microsoft Office Suite, emacs, vi, Norton Ghost, McAfee/Norton Virus Protection Utilities, Microsoft SUS and WUS, Sun Jumpstart, RedHat Kickstart, SuSE Auto-Yast, HP Ignite-UX, AIX NIM, Sendmail, Apache, Zope, Tomcat, Moin Wikki, ImageMagick, MySQL, OpenLDAP, NIS, NFS, Automount, Samba, Teamquest, OpenSSL, OpenSSH, GPG, McAfee PGP Server, VMware Infrastructure 3, BakBone NetVault, BMC Perform and Predict

Professional Training and Certifications

Certified Information Systems Security Professional
Sun Enterprise Computing Certified
Sun Workstation Computer Certified
Sun Certified System Administrator
Sun Certified Network Administrator