

EPHRAIM P. BARON

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SUMMARY Strong leader with extensive technical and business background including MBA and two engineering masters degrees; proven experience with both physical and virtual global IT environments, cloud computing, IT-as-a-Service, vendor relationships, voice and data networking, and security; over 20 years of project management and cross-organizational leadership with track record of delivering on time and within budget; solid operations and process focus in mission-critical environments; many years of financial management and personnel supervision including helpdesk staff, systems and database administrators, and support technicians; skilled communicator across all organizational levels and roles; participative manager, mentor, and coach

EXPERIENCE

EMC CORPORATION

2010 – PRESENT

Virtual Data Center Practice Manager

Management of customer-facing staff specializing focused on IT virtualization, including systems, networks, applications, and desktops. Primarily focused on enterprise customers, with whom we consult on:

- Development and presentation of business analysis including financial and technical justifications
- Client engagements, including executive presentations & briefings, functional analysis and design, development of statements of work, and contract negotiations
- Alliance formation and management with strategic partners
- Staff coordination across multiple clients and project phases

Environments: EMC, VMware, Cisco, Brocade, Dell, Windows, Linux

BARCLAYS GLOBAL INVESTORS

2007 - 2009

Global Platform Manager

Managed global server team with responsibility for:

- Operations of globally distributed mission critical systems for a large financial services firm
- Vendor relationship management, including contract negotiations and licensing agreements
- Process improvement, including implementation of ITIL initiatives for helpdesk, incident management, and problem management
- Budgeting and financial management, including metrics formulation and reporting
- Technology innovation including thin client (VDI) computing and extensive server virtualization

Environment: Solaris, RedHat Linux, VMware ESX, Sybase, Oracle RAC

MICROSOFT CORPORATION

2005 - 2007

Group Program Manager, MSN Operations

Led team responsible for deploying, operating, and supporting high-volume web-based services.

Responsibilities included:

- Service management involving several thousand servers in multiple data centers worldwide
- Service scorecard development and monitoring, covering planning, financials, QoS, and support
- Technology updates and investigations, including migration from legacy platforms and server virtualization
- Systems budgeting and cost tracking to ensure cost-effective use of resources
- Definition and implementation of IT processes, including project management and tracking

Environment: Windows, Solaris, MS SQL Server, Oracle

EFI, Foster City, CA

2003 - 2005

Manager, IS&T Server Operations

Responsible for data center operations at several sites throughout the world, including

- Budgeting and staffing for worldwide data center operations encompassing more than 1,000 Windows, Linux, and Solaris servers running enterprise applications including SAP on Oracle
- Vendor management, negotiation of enterprise licensing, and financial reporting
- Implementation of ITIL framework for incident, problem, asset, and change management
- Sarbanes-Oxley compliance and disaster recovery planning, including identifying and retaining key data, replication of data between sites, and long-term vaulting of strategic information
- Data protection redesign, including negotiation of enterprise software agreements, disk-based backups, SRM, and tiered service levels for SAN and NAS-based storage
- Integration of acquired companies, including security auditing

Environment: Windows, Solaris, Linux, Hitachi SAN, NetApp, VMware, Oracle RAC, ClearCase

RUDOLPH AND SLETTEN, INC., Foster City, CA

2002 - 2003

Information Services Executive

Managed IS organization for \$1.2B commercial construction company, including

- Management of both local and remote staff including systems and network administrators, helpdesk staff, business analysts, DBAs, and technical support engineers providing support to over 40 job sites as well as business analysis and data center operations services
- Strategic planning in close coordination with department heads and executive staff, and in alignment with company business plan
- Development and management of department budget
- Contract negotiations and management with telco and IT hardware & software vendors
- Coordination of data security efforts including process definition and documentation, network re-architecture, VPN and VLAN configuration, authentication services, remote access, and DRP

Environment: Windows, AS/400, MS SQL Server, AT&T, Sprint, Nortel

GFORCE SYSTEMS, INC., Cupertino, CA

2000 - 2002

Director of IT

- Developed strategic IT plan for start-up company in close cooperation with department managers and executive staff, including selection and phased implementation of e-marketing, CRM, salesforce automation, customer support, financials, and web content management enterprise applications along with backend database, server, and network infrastructure
- Established helpdesk and metrics resulting in vastly improved responsiveness, customer satisfaction, resource allocation, and accountability
- Managed IT budget and staff of sysadmins, web developers, and consultants; ensured software license compliance; managed vendor relationships and contract negotiations
- Performed MS SQL Server database administration including setup, management, querying and reporting, and scheduled maintenance

Environment: Windows, RedHat Linux, MS SQL Server, Cisco, Shoreline

HEWLETT-PACKARD COMPANY, PALO ALTO & MOUNTAIN VIEW, CA

1995 - 2000

Program Manager -- Operating System Quality

(1998 - 2000)

- Oversaw large project portfolio focused on mission critical operations and software change management, with emphasis on HP's UNIX enterprise servers and operating system
- Worked cooperatively across software engineering, field support, marketing, and sales organizations and directly with customers to drive changes in software change management processes and practices.
- Developed training and processes for mission critical systems management that were adopted by HP field support engineers and customers worldwide. Authored and presented numerous technical papers, training curricula, and seminars to internal and external audiences.

Information Technology Manager

(1995 – 1998)

- Led organization of software developers, business consultants, infrastructure specialists, and third-party service providers delivering business process automation services to internal business partners and over 100,000 HP employees worldwide and resulting in overall savings of over \$20M/year
- Transitioned support to internal HP helpdesk, including development of processes and support knowledgebase, training of support personnel, and periodic reviews of support performance
- Designed and oversaw a distributed high-volume Unix-based transaction infrastructure including vendor partnerships, IT process templates, and OpenView monitoring that led to a 60% reduction in service downtime and a substantial increase in capacity and performance
- Directed data protection, disaster recovery, and capacity planning activities; established outsourcing partnerships and service level agreements with vendors covering end-user support, directory services, databases, messaging, and systems administration services

Environment: HP-UX, Windows, Lotus Notes, OpenView

ALLIEDSIGNAL AEROSPACE, PHOENIX, ARIZONA

1983 – 1993

Senior Development Engineer

- Designed, developed, and tested combustion systems for gas turbine engines
- Championed Total Quality and process improvements that led to a 30% reduction in system development cycle time.
- Acted as engineering user spokesperson in requirements discussions with IT organization

EDUCATION

MBA in Technology Mgmt

2000

M.S. in Systems Engineering

2000

SAN JOSE STATE UNIVERSITY

Masters program, Computer Science

1991-1993

ARIZONA STATE UNIVERSITY (left program due to relocation)

M.S., Aerospace Engineering

1983

STANFORD UNIVERSITY

B.S. cum laude, Mechanical Engineering

1982

UNIVERSITY OF MASSACHUSETTS – AMHERST

**CERTIFICATIONS
AND
AFFILIATIONS**

- PMP (Project Management Professional) certification from PMI
 - ITIL Practitioner (Support and Restore) and Foundation Certifications
 - VMware Certified Professional (VCP) for vSphere 4
 - Cisco Certified Network Associate (CCNA)
 - Microsoft Certified Professional (MCP), Windows and Networking
 - HP Certified OpenView Consultant
 - HP-UX Certified Technical Professional
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SKILLS AND EXPERIENCE

Data center design, operations, and management (ITIL certified)	17 years	<ul style="list-style-type: none"> ◆ IT process definition and management (including ITIL framework) ◆ Server and desktop virtualization using VMWare ◆ Capacity planning and systems trend analysis ◆ SNMP and RMON-based monitoring and management using tools like HP OpenView, Nagios, Splunk, and SiteScope ◆ Data protection and backup, including BakBone and Veritas Backup Exec and NetBackup products ◆ Business Continuity Planning (BCP) and Disaster Recovery Planning (DRP)
Project management (PMP certified)	24 years	<p>Adept at all aspects of project management, including:</p> <ul style="list-style-type: none"> ◆ Methodology (including use of MS Project, Primavera, and other tools) ◆ Estimating and budgeting ◆ Work Breakdown Structure (WBS) ◆ Risk management
UNIX/Linux operating systems (HP-UX certified)	16 years	<ul style="list-style-type: none"> ◆ Certified HP-UX administrator including clustering, and troubleshooting ◆ Sun Solaris on SPARC and x86 platforms ◆ Linux (Red Hat & SUSE)
Microsoft operating systems (Microsoft Certified Professional)	16 years	<ul style="list-style-type: none"> ◆ Administrator-level knowledge of Windows operating systems ◆ Proficient with Active Directory Services planning and implementation ◆ Microsoft networking, including TCP/IP, DNS, DHCP, WINS, VPN ◆ Microsoft Exchange planning, implementation, and administration
Networking technologies (CCNA certified)	12 years	<ul style="list-style-type: none"> ◆ LAN/WAN design, configuration, routing protocols, load balancing, and management on Cisco, Foundry, Juniper, and f5 equipment ◆ Network design and security including VPNs, firewalls, and DMZs ◆ Physical implementation of cabling, NICs, hubs, routers, and switches ◆ Wireless networking configuration and security
Telecommunications	10 years	<ul style="list-style-type: none"> ◆ PBX systems including Shoreline, Nortel Meridian, and Avaya ◆ Voice and data circuit planning, provisioning, and vendor management ◆ Cellular phones and wireless devices ◆ Audio, video, and web-based conferencing
Software development and release management	8 years	<ul style="list-style-type: none"> ◆ Source code control using ClearCase and Perforce ◆ Issue tracking using Remedy, Clarify, and JIRA ◆ Java application server management
Databases and business intelligence	12 years	<ul style="list-style-type: none"> ◆ Report generation using business intelligence tools and applications ◆ MS SQL Server administration and development ◆ Oracle administration, including Oracle RAC ◆ Data warehousing, including OLAP concepts
IT helpdesk and systems support	16 years	<ul style="list-style-type: none"> ◆ Implementation and management of service desk as well as incident management, and problem management processes ◆ Coordination of tiered support, from call center to backline engineers ◆ Definition and management of support procedures, including escalation and disaster preparedness