KYLA SULLIVAN
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SENIOR IT MANAGER

Proven Success in Leading Large, Multimillion-Dollar End-to-End
Data Center Infrastructure Projects
Certified as: Data Center Manager, ScrumMaster and Project Manager; ITIL Certification

CAREER HIGHLIGHTS

- ✓ Seasoned professional with an impeccable list of accomplishments spanning over the last 12 years. Includes directing teams in 24/7/365 mission-critical information technology environments, disaster recovery, business continuity, decommissions and data center consolidations.
- ✓ An excellent communicator with strong listening and interpersonal skills. Proven history of success in writing/developing continuous improvement processes and plans to drive operational efficiency.
- ✓ Ensured multiple concurrent IT infrastructure projects were delivered on-time, on-budget, and produced measurable business results.
- ✓ Successful as a change agent and mentor to as many as 50 direct reports, matrix resources and project leaders both internationally and domestically.

AREAS OF EXPERTISE

✓ Global Infrastructure Projects	✓ Planning & Implementation	✓ Clarity Service Now
✓ Data Center Migration	✓ IT Governance (ISO, SOX)	✓ Contract Management
✓ Cloud Amazon Web Services	✓ Project Management (PMO)	✓ Vendor Management

PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS

GE Capital IT Solutions | Atlanta, GA   04/2015 – Present
Senior Infrastructure Project Manager
- ✓ Data Center Migrations | Applications | Core Network | Data Centers | AWS Cloud
- ✓ Manage a matrix Global data center environment and infrastructure projects for multiple data centers including server rebuilds, deployment, Cloud (AWS), application migrations, Virtualization, asset management, service delivery, work orders and change management.
- ✓ Steer global IT operations infrastructure planning and support processes such as operational readiness, root cause analysis and lessons learned.
- ✓ Work with Project Teams to understand requirements interacting with development teams, product managers, along with security and application engineers. Utilize Waterfall and Agile methods.

Key Contributions

- ✓ Formulated a framework for project manager PMO.
- ✓ Piloted Clarity Tool process at the start of position to track labor, resources, budgets and milestones.
- ✓ Praised by management for successfully completing all projects under budget.

PROFESSIONAL EXPERIENCE CONTINUED

Tech Mahindra (GE) | New York, NY | Atlanta, GA   02/2012 – 3/2015
IT Sr. Program/Project Infrastructure Delivery Manager
- ✓ Served as the liaison between Tech Mahindra, the IT outsourcing company and GE for their new data center. Managed infrastructure projects and 24/7 support operations.
- ✓ Controlled end-to-end delivery of multiple, enterprise-wide strategic initiatives throughout the Project life-cycle and delivery of projects.

Key Contributions

- ✓ Strategically led vendor management and procurement. Negotiated SOW and contractual SLA's.
- ✓ Gained a complete buy-in of the team and support of the vision by showing data center, plans and goals.
- ✓ Streamlined processes, monitored the teams' progress and implemented risk trackers to minimize issues.
- ✓ Thoroughly reviewed contracts and determined what to terminate or move during the transition.
- ✓ Completed project audit, made a complete checklist of all systems/applications to ensure all ran smoothly.

ADDITIONAL DATA CENTER/PROJECT MANAGER/PROGRAM MANAGER ROLES

Intermedia Group (AT&T Contract) | Atlanta, GA   01/2009 – 01/2012
Infrastructure Technology Senior Project/Program Manager
- ✓ Piloted a $1 billion initiative to remove and replace all of SPC's, AT&T's and the former Bell South's legacy systems. Charged with the setup, strategic planning, processes and project execution.
- ✓ Established new footprint in the existing data center, which included the following:
  - Upgraded hardware/server from Unix to Linux, replaced end-of-life applications, implemented cloud services and virtualization.
- ✓ Managed up to 20 projects. Assumed additional responsibilities due to a reduction in team members.

Hewlett Packard | Atlanta, GA   07/2007 – 11/2008

Senior Data Center Deployment Manager
Infrastructure Projects and Applications for data centers totaling 50,000 sq. ft.
- ✓ Led data center consolidation and migration project for new data center. Oversaw and planned new construction phase. Spearheaded all data center hardware moves and application go-live dates. Implemented policies and procedures.
- ✓ Implemented and supported High Availability architecture across all HPIT/hosted data centers.
- ✓ Ensured asset locations utilizing RFID and Altiris for 4000 servers for accuracy, location and delivery status, which included detailed reporting.
- ✓ Conducted regular service reviews, managed and audited performance relative to service levels.

CERTIFICATIONS

- ✓ Certified Data Center Manager
- ✓ Certified Business Relationship Manager
- ✓ ITIL Certification
- ✓ Certified Scrum Master
- ✓ Certificate of Project Management-Georgia State University Office of Executive Programs

ADDITIONAL TECHNICAL EXPERTISE

Cisco Network | Oracle/SQL | Microsoft Office Suite, Including Project | Voice and Data | SaaS