

James Allen Mann

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Contact Info:

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Profile

Seeking a system engineering/architecture position with emphasis on server/desktop virtualization with project-oriented responsibilities requiring computer analysis with opportunities for advancement.

Education

1992-1996 Radford University; Radford VA BBA Management Information Systems

Certifications/Awards

- VMware vSphere 6.5 Foundations
- VMware Certified Professional (VCP)
- 2006 Bank of America Spirit of Excellence award winner
- Microsoft Certified System Engineer (NT 4.x)
- Microsoft Certified Professional

Work Experience

Bank of America – Charlotte, NC
Cloud Design and Build – Team Lead

Vice President–Senior Technical Systems Engineer
April 2015 to Present

- ✓ Design and manage the deployment of the bank's next generation internal cloud Infrastructure as a service.
- ✓ Use PowerCLI to automate build, configuration, administrative and reporting tasks within the vSphere environment.
- ✓ Build and configure VCSA appliances in a VCSA HA clustering configuration.
- ✓ Build and configure Stretched vSAN clustered environments
- ✓ Build and configure ESXi clusters in various configurations including all-flash/hybrid vSAN Clusters, local disk, NFS & SAN storage backed.
- ✓ Build and configured vRealize Log Insight clusters.
- ✓ Consult with other teams as a subject matter expert for server virtualization by providing input in their virtualization strategy planning and providing presentations/training sessions
- ✓ Work with migration teams to use products like VMware Replication Manager to migrate workloads from one datacenter to another.
- ✓ Team manages infrastructure capacity & VM builds using VMware vRealize Automation.
- ✓ Perform de-risk/audit activities to provide stable and supportable environment to our hosted customers.
- ✓ Manage various virtualization projects/efforts.

Bank of America – Charlotte, NC
Server Virtualization Infrastructure Team – Team Lead

Vice President–Senior Technical Systems Engineer
November 2004 to April 2015

- ✓ On a team that is responsible for:
 - Design and manage the deployment activities of a large VMware environment that reached a level of over 6,000 VMware ESXi hosts, hosting over 100,000 virtual machines and over 100 Virtual Centers.
 - Support day to day operations of the core virtual infrastructure.
 - Manage capacity in our pre-provisioned virtualization hosting capacity based on historical demand. From vCPU/Memory over commit, and SAN Datastore utilization perspective. Identify VM sprawl and worked with application owners to retire devices to recover resources back to overall virtualization pool.
 - Operating system & hardware currency for the shared virtualization platform
 - Manage security for the virtual environment.
 - Participated in the on-call rotation and provide 24/7 support for escalated issues within the virtual environment.
 - 2013 member of team that went to China and presented in a technology share with China Construction Bank.
- ✓ Work with external hardware and software vendors such as VMware, EMC, Netapp, Dell, HP and IBM to solve problems or provide engineered solutions to products deployed.
- ✓ Identify, evaluate, test, and deploy third party virtualization tools from vendors.
- ✓ Managed virtualization projects/efforts such as:
 - Participated in the design & deployment of the vSphere deployments within and outside the DMZ.
 - Upgrading existing infrastructure newest approved version of ESXi (example ESX 3.5 to ESXi 4.x/5.x)
 - Retirement/migration of the legacy virtual infrastructure, VMs, Storage, & Hosts as environment ages out.
 - Designed, implemented, and documented the Virtual infrastructure security model including vCenter, vCO, vCAC, and vCOPs.

Bank of America – Charlotte, NC
Server Platform Systems
(Server Architecture and Standards Team)

Assistant Vice President–Technical Systems Engineer
May 2004 to November 2004

- ✓ Identify, test, and evaluate server software/hardware for use within the Bank.
- ✓ On the team that maintained and engineer the “Standard” server auto-build process for unattended installs which are used for building servers throughout the bank.
- ✓ Provide enterprise escalation involving Microsoft NT, 2000 and 2003 Server issues.

Bank of America – Charlotte, NC
Desktop/Server Engineering (Design and Optimization)

Assistant Vice President–Technical Systems Engineer
July 1999 to May 2004

- ✓ Technical consultant for projects planning, problem solving, & system improvement.
- ✓ Use basic scripting to automate repetitive administrative tasks.
- ✓ Administered workstation mandatory profiles and login scripts for call center end users.
- ✓ Created unattended software packages that were distributed to the workstations & servers throughout the enterprise.
- ✓ Provide 24/7 on-call enterprise support & engineering for workstations and servers.
- ✓ Identify, test, and evaluate software/hardware for both workstations & servers.
- ✓ Maintained workstation & server unattended build processes.

ECPI (College of Technology) - Charlotte, NC

Part-Time Technical Instructor
April 2001 to March 2003

- ✓ Instructed students at ECPI in the subjects of Microsoft Windows NT Enterprise, Internetworking with Microsoft TCP/IP, Website Development, MS-DOS, PC Maintenance, and Peripheral Maintenance.

Inacom (Vanstar Corporation) – Charlotte, NC
Contractor for Hoechst Celanese

Helpdesk/Senior Field Engineer
June 1996 to July 1999

- ✓ Provide phone and desk side support for various desktop applications.
- ✓ Utilized Microsoft's Systems Management Server to support and administer workstations remotely from the Helpdesk.
- ✓ Account Operator under a Microsoft NT network.
- ✓ Team Leader of the hardware field engineering staff responsible for installing and servicing various types of end user computer equipment under a Microsoft Windows NT 3.51 & 4.0 environment.

Specialized Training & Conferences Attended

- VMware vSphere: Install, Configure, Manage [V 6.0] (Nov 2017)
- Nuage Install and Configure July 2017
- Attendee of VMware VMworld 2004, 2007, 2010, & 2012
- VMware vSphere: Optimize and Scale [V5.0] (November 2012)
- Red Hat System Administration II (RH135) (November 2012)
- VMware vSphere: Install, Configure, Manage [V5.0] (June 2012)
- Red Hat System Administration I (RH124) (Oct 2011)
- Microsoft Hyper-V (2009)
- Microsoft PowerShell (2008)
- VMware Infrastructure 3: Install and Configure (2007)
- VMware Infrastructure 3: Deploy, Secure and Analyze (2007)
- VMware ESX Server 2.X System Management I & II (2005)
- Windows Installer Architecture Overview from Microsoft
- Wise for Windows Installer 3.52
- Intro to SQL – Oracle SQL/PI
- Internetworking with Microsoft TCP/IP

Other Notable Skills

- Dell, IBM, & HP Server Hardware
- Microsoft Windows 2000, 2003, 2008, 2012 etc...
- Basic administrative Scripting knowledge (PowerShell, PowerCLI, Perl, and Batch)
- Microsoft Exchange 5.5 & 2000
- Linux (Red Hat, Cent Os, Fedora & Ubuntu Distributions)
- Docker