

# James Allen Mann

Pineville/Charlotte, NC

## Contact Info:

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## Profile

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

## Education

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

## Awards/Certifications/Memberships

- 2006 Bank of America Spirit of Excellence award winner
- VMware vSphere 6.5 Foundations
- VMware Certified Professional (VCP)
- Microsoft Certified System Engineer (NT 4.x)
- Microsoft Certified Professional
- Charlotte VMware User Group Member since 2007
- VMware VMUG Advantage member

## Work Experience

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

**Vice President–Senior Technical Systems Engineer**  
**April 2015 to Present**

- ✓ Design, build, and manage the deployment of the bank's next generation internal cloud Infrastructure as a service and various along with other virtualization projects and efforts in an environment size of over a 100 VCSAs, 12,000 ESXi hosts and 250,000 VMs Globally.
- ✓ Write various PowerCLI scripts that are used by others that perform automated build activities (example vSAN configuration), configuration tasks, administrative tasks, and reporting 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
- ✓ Team manages infrastructure virtual infrastructure capacity & VM builds using VMware vRealize Automation.
- ✓ Perform de-risk/audit activities to provide stable and supportable environment to our hosted customers.

**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 engineered the “Standard” server auto-build process for unattended installs which are used for building servers throughout the bank.
- ✓ Provide enterprise escalation involving Microsoft Windows OS 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.
- ✓ Wrote scripts to automate repetitive administrative tasks.
- ✓ Administered workstation 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.

#### **Specialized Training & Conferences Attended**

- VMware NSX-T Data Center: Troubleshooting and Operations (Feb 2020)
- VMware NSX-T Install, Configure & Manage (Oct 2019)
- 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**

- Administrative Scripting knowledge (PowerShell, PowerCLI, Perl, and Batch)
- Dell, IBM, & HP Server Hardware
- Knowledgeable in Microsoft Windows OS
- Knowledgeable in Linux (Red Hat, Cent OS, Fedora & Ubuntu Distributions)
- Knowledgeable in Docker container concepts