

# James Allen Mann

Pineville/Charlotte, NC

## Contact Info:

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## 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**

**Vice President–Senior Technical Systems Engineer**

**Cloud Design and Build – Team Lead**

**April 2015 to Present**

- ✓ Designed, built, and managed the deployment of the internal cloud hosting environment for a bank, as well as other virtualization projects.
- ✓ Created PowerShell/PowerCLI scripts to automate build activities such as VMware appliance deployment, end-to-end vSAN configuration, configuration tasks, migration of virtual machines from end of life hardware, perform administrative tasks, and reporting within the cloud environment.
- ✓ Built and configured various VCSA appliances using automated deployment scripts, ESXi clusters in different configurations (all-flash/hybrid vSAN Clusters, NFS & SAN storage backed), and vRealize Log Insight clusters.
- ✓ Provided input and guidance to other teams as a subject matter expert on server virtualization, including consulting on virtualization strategy planning and conducting presentations and training sessions.
- ✓ Part of the team responsible for managing virtual infrastructure capacity and the VMware vRealize automation tools used by clients to build VMs in the internal cloud.
- ✓ Conducted de-risk/audit activities to ensure a stable and supportable environment for hosted customers.

**Bank of America – Charlotte, NC**

**Vice President–Senior Technical Systems Engineer**

**Server Virtualization Infrastructure Team – Team Lead**

**November 2004 to April 2015**

- ✓ Worked as part of a team responsible for:
  - Designing and managing the deployment activities of a large VMware environment with over 6,000 VMware ESXi hosts, hosting over 100,000 virtual machines and over 100 Virtual Centers.
  - Supporting day-to-day operations of the core virtual infrastructure.
  - Managing capacity in the pre-provisioned virtualization hosting capacity based on historical demand, including vCPU/Memory overcommit, and SAN Datastore utilization.
  - Identifying VM sprawl and working with application owners to retire devices to recover resources back to the overall virtualization pool.
  - Ensuring operating system and hardware currency for the shared virtualization platform.
  - Managing security for the virtual environment.
  - Participating in the on-call rotation and providing 24/7 support for escalated issues within the virtual environment.
  - In 2013, being a part of the team that traveled to China and presented technology share with China Construction Bank.
- ✓ Collaborated with external hardware and software vendors, such as VMware, EMC, Netapp, Dell, HP, and IBM, to solve problems or provide engineered solutions to deployed products.
- ✓ Identified, evaluated, tested, and deployed third-party virtualization tools from vendors.
- ✓ Managed virtualization projects/efforts, such as:
  - Participating in the design and deployment of vSphere deployments within and outside the DMZ.
  - Upgrading existing infrastructure to the newest approved version of ESXi (for example, from ESX 3.5 to ESXi 4.x/5.x).
  - Retiring/migrating the legacy virtual infrastructure, VMs, Storage, & Hosts as environment ages out.
  - Designing, implementing, and documenting the Virtual infrastructure security model, including vCenter, vCO, vCAC, and vCOPs.

**Assistant Vice President–Technical Systems Engineer**

**May 2004 to November 2004**

**Server Platform Systems**

**(Server Architecture and Standards Team)**

- ✓ Assess, validate, and appraise server hardware and software options for implementation at the Bank.
- ✓ Collaborate with the team responsible for developing and maintaining the automated "Standard" server configuration process that facilitates unattended server installations across the Bank.
- ✓ Deliver advanced troubleshooting and escalation support for Microsoft Windows OS Server problems, with a focus on enterprise-level issues.

**Bank of America – Charlotte, NC**

**Assistant Vice President–Technical Systems Engineer**

**Desktop/Server Engineering (Design and Optimization)**

**July 1999 to May 2004**

- ✓ Serve as a technical consultant for projects, providing expertise in problem solving and system improvement.
- ✓ Develop and implement scripts to automate repetitive administrative tasks.
- ✓ Manage workstation profiles and login scripts for end users in the call center.
- ✓ Create and distribute unattended software packages for workstations and servers throughout the enterprise.
- ✓ Provide round-the-clock enterprise support and engineering for both workstations and servers.
- ✓ Evaluate, test, and identify software and hardware solutions for workstations and servers.
- ✓ Maintain unattended build processes for workstations and servers.

**ECPI (College of Technology) - Charlotte, NC**

**Part-Time Technical Instructor**

**April 2001 to March 2003**

- ✓ I taught ECPI students a range of subjects including Microsoft Windows NT Enterprise, Internetworking with Microsoft TCP/IP, Website Development, MS-DOS, PC Maintenance, and Peripheral Maintenance.

**Inacom (Vanstar Corporation) – Charlotte, NC**

**Helpdesk/Senior Field Engineer**

**Contractor for Hoechst Celanese**

**June 1996 to July 1999**

- ✓ Provide phone and desk side support for various desktop applications.

**Specialized Training & Conferences Attended**

- VMware vSphere: Install, Configure, Manage [v7] (July 2021)
- VMware Cloud Foundation: Management and Operations [v4.0] (Feb 2021)
- VMware Cloud Foundation: Plan and Deploy [v4.0]
- 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