



Jeff Garrison

Summary:

I have over two decades of experience specializing in IT Project, Program, and Product Management for multiple technologies as well as experience in the Banking, Financial, Healthcare, State and Local Government, Telecommunications, Oil and Gas, and Utilities industries. My work has been identified as following Best Practice Principles. My papers have been published in the Disaster Recovery Journal.

Skills:

IT Project Management (Mgt.), Product Mgt., Program Mgt., Disaster Recovery, Business Continuity, DRaaS, Infrastructure, Software Development, Commercial Off The Shelf (COTS), Performance Mgt., Data Analytics, Test Mgt., Regulatory Compliance, Legal Hold Support, Written/Verbal Communication, Vendor/Site Mgt., Process Improvement, Special Projects, Project Estimating/Tracking, Budget Mgt., Global Team Mgt., Marketing, Training, Testing, Operational Protocols, SunGard, IBM BCRS, ISO, CMM, Web Design, MS Products (Office/Project/Exchange/SharePoint), Creation of Processes/Forms/Documents, Data Design/Mgt., Adobe Design Products, Visio, VMware, VDI, Zerto, DNS, Active Directory, SAP, FlexPod, SQL, Oracle/OEM, NetApp, EMC, Tivoli, TOAD, UNIX/AIX/Solaris, Linux, IBM iSeries/AS400, MQ Series, CICS, Mainframe, Java, J2EE, WebSphere, Apache, Tomcat, Network (FTP/VPN/LAN/WAN), SilverPeak, Cloud Hosting, Managed Services, Third Party Recovery Mgt.

Employment History:

Disaster Readiness Solutions - Denver, CO/ Atchison, KS 08/2012 – current; Project/Program Mgt., Disaster Recovery

I am a Consulting Professional specializing in IT Project and Program Mgt. consulting services, project and solution deliveries through traditional and agile methodologies, Disaster Recovery (DR) solutions, and delivery of DR as a Service (DRaaS) products and solutions including Plan Development, Program and DR Mgt. supporting critical systems in the healthcare and other industries (IT Project Mgt., Product and Program Mgt., Disaster Recovery, Business Continuity, DRaaS, SunGard, IBM BCRS, Infrastructure and Custom/COTS Projects, MS Products, Creation of Processes/Forms/Documents, Web Design, Adobe Design Products, Visio, Training, Marketing, Process Improvement, Regulatory Audit Compliance, Operational Protocols, Special Projects Mgt., VMWare, Zerto, Citrix, VDI, Active Directory, DNS, SAP, FlexPod, NetApp, EMC, Performance Analysis, Intergroup/Interface Coordination, Analytics, Cloud Hosting, Managed Services, Third Party Recovery Mgt.).

- Authored multiple industry papers published in national journals.
- Performed Disaster Readiness Impact Assessments for clients to gauge a client's disaster and continuity preparedness.
- Led an organizational analysis for all system criticality in a recovery; created and managed delivery of its improvement action plan.
- Developed business model; built collaborative partnerships with strategic partners in the recovery industry.
- Created, managed, and maintained program operational documents, methodologies, templates, strategies, website and its content.
- Developed tools to provide program, operational, recovery, and availability improvement.
- Created recovery and program Mgt. services and solutions to market individually, or co-branded with collaborative partners.
- Managed special projects including system, infrastructure, and operational performance, its processes, documents and templates.
- Project managed infrastructure and application improvement efforts along with development and document operational protocols.
- Manage troubleshooting and resolution of production issues including implementation of fixes during off hours or at time of event.
- Audited, assessed, reviewed, and updated existing documents, processes, and strategies for multiple industries.
- Prepared and presented evidence in audits in order to demonstrate SOX, HIPAA, PCI, and internal regulatory compliance.
- Managed establishment and configuration of recovery, live and test environments utilizing DNS, Active Directory, VMware and VDI.
- Conducted operational recovery assessments, walk-throughs, recovery tests, training, and managed live recovery and failover efforts.

CoBank - Denver, CO 02/2005 – 09/2012; IT Project /Program Mgt., Disaster Recovery Manager

IT Project Managed, through traditional and agile deliveries, multiple concurrent projects such as Infrastructure and COTS Delivery, Virtualization, Infrastructure Deployments, Legal Hold Compliance, Document Mgt. and Archiving.

I Program Managed the Disaster Recovery Program, managing recovery strategies and services for the bank and other Farm Credit Partners, third party services, contracts, budgets, testing, education, and regulatory compliance (Disaster Recovery, Business Continuity, IT Project Mgt., Program Mgt., SunGard, Infrastructure and Custom/COTS Projects, Analytics, MS Office/Project, Exchange, SharePoint, Creation of Processes/Forms/Documents, Regulatory Audit Compliance, Training, Special Projects Mgt., Visio, VMWare, VDI, Active Directory, DNS, Intergroup Coordination, External Interfaces, Fax Services, Application/Network Performance Analysis, Third Party Recovery Mgt., Document Mgt., Records and Email Archiving, Legal Hold/Discovery, NetApp, Snap Manager, TSM, SQL, Oracle, MQ Series, UNIX, Network, SilverPeak, iSeries, VPN/LAN/WAN, Web Based, Windows, AS/400, Putty, TOAD, FTP, Sun Solaris, Internet Explorer). I converted from a CIBER consultant in 2005 to an employee in May of 2006.

- Managed the DR program, responsible for the bank's readiness, including recovery support of other Farm Credit Association partners.
- Led an organizational analysis for all system criticality in a recovery; created and managed delivery of its improvement action plan.
- I chaired a multi-departmental team of stakeholders reviewing, and overseeing Document, Email and Records Archive improvements.
- Managed 10-15 projects a year including MS Exchange upgrade, COTS, DR, Infrastructure re-architecture, refresh and virtualization.



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- Project Mgt. and analysis of operational performance, document Mgt./archiving, fax services, and legal discovery.
- Managed establishment and configuration of live and test environments utilizing DNS, Active Directory, VMware and VDI.
- Prepared and presented evidence in audits in order to demonstrate SOX, FCA, and internal regulatory compliance.
- Managed and maintained SharePoint Intranet pages and its published content for the DR Program and Special Projects I managed.
- Managed, reviewed, and maintained program operational documents, methodologies, templates, and recovery contracts.
- Conducted operational recovery assessments, walk-throughs, recovery tests, training, and managed live recovery and failover efforts.

CIBER State and Local Government - Denver, CO 07/2004 – 07/2005; IT Project Mgt. / Product Director

I was product director and IT project manager overseeing, through traditional and agile deliveries, the creation, delivery, training, support, and marketing, of a web-based application created for law enforcement agencies. From 9/2005 – 2/2006, I delivered IT project Mgt. consulting for Project CC in Denver, CO. (IT Project Mgt., Program Mgt., MS Office/Project, Visio, Software Development, COTS Delivery, Data Design/Mgt., Analytics, Java, Web Logic/Admin Console, Oracle/OEM, SQL Server, Disaster Recovery, VPN, Intergroup Coordination, External Interfaces, Internet Explorer, ISO 9001, Adobe Design Products, TOAD).

- Product Director and Project Managed a federally funded web application and database created for use by law enforcement agencies.
- Wrote and managed requirements, project plans, training documents, traceability, process flows, managed development and testing.
- Delivered, using Rational-based (RUP) processes, RFP creation, design, development, pilot and prototypes in diverse industries.
- I managed the budget, built the project team, communicated status to leadership & stakeholders, issue Mgt., and marketing.

Automated Data Processing - Denver, CO 03/2003 – 07/2004; IT Project Analysis

I provided testing and IT project Mgt. experience in the delivery of software projects and was a member of the organization's CMM Process Improvement Committee (**Creation of Processes/Forms/Documents, MS Office/Project, CMM, ISO, Sybase, Data Analysis**).

Team Excel / Qwest Communications - Denver, CO 03/2000 - 03/2002; IT Project Mgt. / Program Mgt.

IT Project Managed releases and support programs for a customer data system including, Performance Mgt., Application Alarming, Regulatory Compliance, Disaster Recovery. Starting on a contract with Team Excel, I converted to an employee in May 2001 (IT Project / Program Mgt., Infrastructure, Application Development, Regulatory Compliance, Disaster Recovery, MS Office/Project, Special Projects Mgt., Creation of Processes/Forms/Documents, Application Alarming, Oracle, Java, TOAD, WebLogic, MQ Series, CMM Assessment, System/Network Performance Analysis, Analytics, Intergroup Coordination, External Interfaces).

- Project managed software releases, support, and issue resolution of new software development, enhancements, and interfaces.
- Managed the Performance Analysis Program, replicated production-sized environment, interfaces, staging databases, data handling, performance test team, and strategy to test performance, capacity and volume using WinRunner, Load Runner and SQL Scripting.
- Managed the Application Manageability Project, to improve application monitoring, alarming, and minimize manual system monitoring.
- Managed Third Party Test Support Team, and its on-going analysis, support and resolution of issues identified during testing.

Interim Technology - Denver, CO 07/1999 - 02/2000; IT Project Mgt., Software Quality Mgt.

As a Senior Consultant specializing in Project Mgt. and Software Quality Mgt., I performed data-warehouse certification testing, management, and compliance audits for the Compliance Review Board of a client in the healthcare industry (Project and Test Mgt., MS Office, Creation of Processes/Forms, Analytics, SQL, Oracle, Data Design, UNIX, Perl, Automated Scripts).

- Managed and performed successful completion of project deliverables through the entire lifecycle for an Oracle data warehouse.
- Prepared and presented status, compliance findings and documentation for certification by senior Mgt..
- Conducted requirements analysis, documentation, test and problem Mgt. with teams testing UNIX and Windows applications.
- Coordinated activities and created customized Perl-based and SQL Server scripts for data conversions and certification testing.

Citicorp Diners Club - Denver, CO 10/1992 - 07/1999; IT Project Mgt., Product and Program Mgt.

I managed delivery of global information products, IT projects, data, testing, and compliance certification for customers and multi-national franchises (Project Mgt., Product and Program Mgt., Special Projects Mgt., Test Mgt., Creation of Processes/Forms/Documents, Performance Mgt. Analysis, MS Office/Project, Data Design, Java, Visual Basic/C++, Oracle, SQL, Analytics, Training, CMM, Intergroup Coordination, Regulatory Audit Compliance, Multi-national Project Mgt.).

- Project and Product Managed proprietary software delivery, new product releases, and data for Information Product Services.
- Project Managed product and data compliance certification; my work was identified following **Best Practices** in an independent audit.
- Software Quality Manager responsible for testing multi-national proprietary software, data, performance, distribution, and test team.
- Member of CMM Improvement Program Team; participated in Compliance Assessment as a member of the Audit Team.

Publications, Education, and Certifications:

Publications: Disaster Recovery Journal (DRJ) – Articles published in the Spring 2013, Summer 2015, and Fall 2015 editions

Education: Metropolitan State University of Denver. Denver, CO. Bachelors Degree in Criminal Justice 1988

Recognition/Certifications: VMware VSP/VTSP Partner, Brainbench IT Project Mgt. Certification; Distinguished Service Awards