

MARK TANGO

Windham, NH 03087

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603-305-2930

A talented Information Technology leader with over 20 years' experience. Skilled in application hosting, managing and migrating infrastructure, data center and applications. Manage cloud migrations. Execute extensive multi-site hosting infrastructure refreshes, change management, project management, and disaster recovery. A hands-on detail-oriented individual that builds successful teams of diverse individuals by creating the optimal environment while surpassing expectations and continually beating deadlines. A keen ability to reduce costs and increase productivity without impacting morale. Skilled in servers, SD-WAN, networking, firewalls, SaaS, Hybrid Cloud, Azure, monitoring platforms, Splunk, VMware, Turbonomics, BCP, Interfacing with DevOps teams. End to End experience from application to infrastructure steady state operations.

- Lead technical teams responsible for delivering reliable core IT services that include life cycle management to improve reliability and quality for 24x7x365 mission critical applications.
- Manage the enterprise private cloud project which resulted in a storage consolidation that reduced annual Capex costs by \$3.2 Million and was featured by **Gartner** in both whitepapers and a presentation at the data center summit in Las Vegas by reducing data prior to movement to the cloud.
- Functional leader with expert communications skills to illustrate program status to C suite leaders.
- In depth project management skills with infrastructure and cloud migrations.
- Steady State leadership from transition to operate and run.

CORE COMPETENCIES

Project Management

Cloud Migrations

Enterprise Data Center Infrastructure

Data Governance/Security

Vendor Management

Change Management

Cross functional relationship building

Cost Reduction

Disaster Recovery

PROFESSIONAL EXPERIENCE

Larsen and Toubro, Edison NJ

Associate Director - Cloud & Infra Services

July 2020-Present

- Direct a team of thirteen to transition from on-site IT operations to a steady state managed services model.
- Develop processes and procedures to incorporate into the daily run books for operational efficiency.
- Project manage four major initiatives from 0365, Intune MDM, Intune for end point patching and an Azure Cloud Assessment. Oversee project teams and deliverables including project plans and daily stand up calls.
- Define the scope of the projects and level of effort required to ensure on time delivery is met.
- Develop a deep understanding of the business to assist with evolving the managed services transition along with the effects the projects will have on the business and user population.
- Conduct daily, weekly status meetings for the purpose of communicating progress while presenting the issue and risk tracker. Develop mitigation strategy's for issues found and communicate risks to the business for sign off.
- Provide weekly presentations to leadership for continuous updates via slide decks and plans.
- Develop relationships with customers at all levels to maintain a cohesive balance and flow of information.
- Review overall transition for process improvements.
- Lead team on decisions within the infrastructure to determine optimal path is achieved.
- Review budget vs actuals to ensure forecasts are within parameters.
- Responsible for the management of various aspects of IT compliance remediations and responses to internal and external audits. Leads staff in investigating planning, analysis, and documenting. Evaluated and supported responses to all technology audit recommendations and findings.

Haemonetics, Boston, MA

2018- 2020

Sr Manager (Acting Sr Director for 6 months)

- Manage all corporate IT systems within the company and provide guidance and hands on leadership with a staff to 10 to support all departments needs and requirements.
- Report to the Vice President of Information Technology realign the corporate IT team by providing an overall IT strategy and infrastructure direction to improve company SLA's related to uptime.
- Support the migration of proprietary scientific and medical applications to the Azure cloud environment while supporting the DevOp's team to successfully deploy complex applications with Oracle databases.
- Execute timely refresh of hosting infrastructure while minimizing downtime.
- Control the annual budget and capital expenditure for the infrastructure to ensure it aligns with strategic goals and remains consistently within overall objectives.
- Implement new policies and procedures using ITIL framework to enhance service operations.
- Manage all aspects of services 3rd party vendors provide to ensure SLA and KPI adherence is achieved.
- Key player in the corporate headquarters move from Braintree to Boston. Designed the new IT infrastructure and installation of all hardware and software within four floors of a high-rise complex.

CohnReznick, Boston, MA

2017 - 2018

Sr Management, Technology and Digital Practice

- Develop and create "cloudSMART" technology to enable organizations the ability to migrate to the Azure cloud intelligently using a unique three phased process.
- Provide consulting to C level executives regarding cloud and infrastructure projects.
- Development of business case studies to illustrate feasibility vs cost savings per project initiatives.
- Travel to client sites to perform assessments while leading a team expert to compile data points.

ZENSAR TECHNOLOGIES, Westborough, MA

2015 - 2017

Associate Vice President, Infrastructure Management

- Manage the global data center and cloud infrastructures practice while aligning all IT initiatives with technical and operational requirements with a team of 100.
- Present proposed solutions to C level executives to illustrate the corporate IT enhancements and ROI.
- Collaborate with cross-functional teams to plan and implement technical strategies, roadmaps, change management, and define the deliverables for teams, including Development, QA, and subject-matter experts.
- Managed offshore teams for various cloud-based migrations and O365.
- Negotiate with Sr managers, cross functional managers, customers, consulting partners, and overall teams to accomplish the delivery of all aspects of the project in various environments and settings.
- Analyze and resolve inefficiencies in technology platforms; identify and capitalize on opportunities to develop and integrate transformative system improvements aligned with business needs. Improve SLA targets.
- Ensure KPI and SLA's are met daily to ensure predictable service levels within the client base.
- Support the DevOp's offshore team for all infrastructure needs and problem resolution.
- Manage the P&L for the 10M practice.
- Provide support and review for RFI's during the pursuit phase.
- Create initial SOW's for projects and services to be rendered using best practice.

BAE SYSTEMS, Nashua, NH

2011 - 2015

Data Center Storage Hosting Director

- Manage three data centers with a team of 10 to ensure servers, storage and infrastructure remain at 99.9% uptime.
- Accomplish \$3.2M in savings by developing a process to identify unnecessary data. Co-authored a Garter whitepaper and spoke at the data center summit in Las Vegas on the topic of data governance prior to cloud movement.
- Coordinated the allocation and ongoing management of a \$6 Million budget used to develop and implement enterprise data storage solutions to improve sites reliability.
- Managed the co-location of 90 branch sites to 4 domestic data centers creating one shared service model.
- Developed a process methodology to ensure application mapping and application baseline points were documented prior to movement to the private cloud for end to end continuity.
- Lead the team to analyze over 2400 candidate assets as part of a \$10M data center consolidation project to a privately built cloud and AWS govcloud.
- Execute IT Infrastructure projects under the PMO to ensure a high degree of compliance and completion were achieved.
- Lead Oracle development teams to tune applications post private cloud migration to obtain same of better performance of applications.
- Interface with the DevOp's application teams during the reduction of application footprints.
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AWARDS & PRESENTATIONS

Bronze Chairman's Award for saving millions through data center consolidations – BAE Systems

Gartner Guest Speaker - DATA CENTER SUMMIT IN LAS VEGAS on behalf of BAE Systems

EDUCATION & CERTIFICATIONS

Bachelor of Computer Science, Graduating 2021- AMERICAN PUBLIC UNIVERSITY, Charlestown, WV

Master's Certificate, Project Management, 2009 - VILLANOVA UNIVERSITY, Villanova, PA

Associate of Science, Electro-Mechanical Technology, 1991 - NORTH SHORE COMMUNITY COLLEGE, Beverly, MA

Microsoft Certified Systems Engineer (MCSE)

Microsoft Certified Technology Specialist (MCTS)

NetApp Certified Data Administrator (NCDA)

Citrix Certified Administrator (CCA)

Certified ISO 9000 Internal Auditor (CIA)

VMware Sales Professional (VSP)

Azure Fundamentals Certificate AZ-900