

# Jason Perez

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## **Deputy Director, Information Technology Department**

County of Alameda - Oakland, CA

April 2012 – Current

Focus on IT strategy, operations, client service and project delivery for the following areas: countywide infrastructure, server/storage, network/telephony, data centers, 24/7 desktop support and service desk. Managing on premise and cloud infrastructure services for 9500 employees across hundreds of facilities. Reporting to the CTO and leading a team of Senior IT managers as part of a combined staff of ~90 engineers, analysts and support staff. Partnering with application development group to ensure alignment between infrastructure and software engineering teams.

### **Responsibilities**

- Leadership – research, planning and implementation of enterprise infrastructure products and services. Organizing the evaluation and selection of strategic innovative technologies. Vendor management (Microsoft, Cisco, AT&T, Symantec). Leading team interaction with clients. Ensuring excellent client service, escalation paths, and on-time project delivery. Guiding team managers on large scale project management approaches. Internal business process evaluation and optimization.
- Network and Telephony Communications – Overseeing execution of enterprise communications technologies inclusive of back-end infrastructure: 1200+ routers, switches, wireless access points to endpoint VoIP. Ensuring proactive monitoring, high availability, and security protection for network operations, inclusive of 24/7 public safety (Police, Fire, Medical) user base.
- Server/Storage – Development of cloud strategy and Infrastructure-as-a-Service models. Overseeing administration of 800+ virtual and physical servers along with associated multiple SAN storage environments. Ensuring maximum uptime for Email and collaboration systems (Exchange/Skype) and IIS/AIX/WebSphere web hosting environments. Ownership of data protection systems (backup/restore) and end point security systems (virus/malware/vulnerability protection).
- Data Center / Operations – Overseeing multiple shifts of teams that ensure uptime and optimization of County data centers as well as HVAC, power, fire suppression, wiring, and access control security. Developing repeatable business processes for user provisioning/identity management, audit, and security compliance.
- Client Support – Oversee client facing 24/7/365 Service Desk and desk-side hands-on support teams. Procuring workplace technologies (mobile devices, laptops, desktops, printers, etc.) Prioritizing dedicated support for executives (County Administrator, Board of Supervisors, Department Directors, etc.)

### **Accomplishments**

- Office 365 deployment and countywide Microsoft licensing consolidation
- Developed a security program (staffing, technologies, procedures)
- Developed a mobility strategy (virtual desktops, softphones and remote access)
- Oversaw merger of business unit IT and central IT to combine: Help Desk, Desktop, and Server teams
- Rollout of Microsoft Lync/Skype for Business collaboration and conferencing systems
- Enterprise-wide wireless network upgrades and enhancements to support BYOD (Cisco 802.11ac)
- Relocation of disaster recovery/business continuity site
- Network upgrades of core, WAN and internet services (Cisco Nexus 7000, SourceFire IPS, ASA, ASR)
- Implementation of countywide unified messaging system
- Completion of several PBX to VoIP deployments (Avaya Aura)
- IT service management system upgrades to provide new features for improved client service
- Rollout of application delivery controllers (f5 Big IP)
- Enterprise-wide upgrades of remote access, multi-factor authentication systems

## **Director of Information Technology**

Esquire Solutions - San Francisco, CA / Atlanta, GA

Nov 2008 – Feb 2012

Managed IT operations, service delivery, and program/project management. Oversaw IT Infrastructure, Applications and Support systems and teams for a business of 700 employees, 50+ facilities. Lead IT team staffing (17), budgetary responsibility and project portfolio execution.

### **Responsibilities**

- Infrastructure – administration, uptime and optimization of servers (physical and VMWare), storage (SANs), network (Cisco), managed enterprise class data centers, telecom / VoIP systems, high availability (HA), BC/DR testing and improvement, ongoing monitoring. Hands-on incident/outage management.
- User Support – help desk management, phone/field technical support for hardware, applications and mobile users.
- Applications – company-wide implementations, SQL database administration, system integrations and software development and QA testing
- Leadership – vendor management (AT&T, Cisco, Microsoft, Verizon), PMO oversight, P&L and budgeting responsibility, enterprise agreements, technology aspects of mergers and acquisitions, asset licensing management, IT governance, compliance and risk avoidance

### **Accomplishments**

- Oversaw planning, build-out, testing, and relocation of 35 rack data center from NJ to GA
- Deployed cloud-based ERP and Finance systems (Dynamics GP 2010)
- Lead IT area cost-containment efforts – Reduction of telecom, mobility service costs, staffing and capital expenditure cost outlay
- Hands-on managed relocation of 25+ facilities, implementation of private MPLS WAN circuits, voice PRI, wireless and LAN networks
- Deployed CRM and sales forecasting systems to national sales force users and executive team
- Deployed collaboration systems: Microsoft SharePoint 2010, audio/web/video conferencing tools
- Deployed HRIS systems: Taleo recruitment/performance management, ADP time and payroll systems
- Developed standard operating procedures around business process work-flows including: new hire onboarding, terminations, risk management, Sales RFP support, mobile device provisioning
- Implementation of Cisco Unified Communication tool set (IM) and upgrade of Unified Call Manager 7.2
- Development and implementation of uptime and ticket handling metrics based performance reporting
- Reorganized Mobility Program Management - consolidated mobile fleet (RIM Blackberry and iPhone) under a single Verizon enterprise agreement
- Reengineering of Solarwinds ORION monitoring and metric based alerting for mission critical systems
- Hands on partnered with external KPMG auditors. Document and implemented findings remediation

## **Senior Manager, Workplace Technology**

Morrison & Foerster LLP - San Francisco, CA

Sept 2007 – Sept 2008

Served as a member of the global IT Management team. Responsible for IT operations and initiatives focusing on the workplace as well as client to infrastructure operations and strategy. Reporting to the CIO, oversaw six distinct technology lines, comprised of fifteen staff members.

### **Responsibilities**

- Collaboration systems – 20+ Microsoft Exchange 2003 Servers, Communicator, Avaya Messaging, RIM/BES, 1700 mobile devices
- Remote access systems – 8 Juniper VPN appliances, Citrix XenApp Presentation Server 4.0 farms, WWAN broadband, RSA SecureID systems
- Applications – Document Management (DM), Office 2003 applications, Adobe, SQL Server 2000/2005
- Web Systems – SharePoint MOSS 2007 farm with extranets as well as the Firm's public web site
- Hardware evaluation, testing and selection for desktops, laptops, audiovisual systems and peripherals
- Vendor Coordination – Negotiated/executed Microsoft, Adobe and other global enterprise agreements

## **National Director of Information Technology**

Managed the technology operations, staff, budget, and projects for a division of 400+ employees that generated \$80+ million in revenue annually. Reporting to the Chief Technology Officer.

### **Responsibilities**

- Direct day-to-day activities of a nine-member, geographically dispersed, domestic Technology team. Managed network operations and ongoing projects for all technology initiatives
- Drove overall direction of projects: vision, scope, client services and support needs. Directly interacted with senior executives across the organization to determine priorities and communicate technology imperatives throughout the decision making process
- Developed, communicated, and delivered the technology vision and strategies necessary to achieve project goals, including making key decisions on technology, architecture, schedules, budgets, and resource allocation
- Planned, researched, and selected new technologies that positioned the organization with the necessary information and expertise to meet its technological and business goals
- Oversaw technology integration of mergers and acquisitions
- Defined and managed departmental budget for all expenditures and headcount
- Established and managed relationships with various software vendors/partners and provided direction on hardware, software, consulting and associated infrastructure requirements and timelines

### **Accomplishments**

- Directly project managed comprehensive rollout of a uniform ERP system to all global offices. Oversaw the planning, development, and deployment of a single system to 13 domestic US offices (400 employees), and the international division headquartered in London with operations in Hong Kong, Singapore, and Australia
- Directly project managed implementation of a standard CRM system for domestic US Sales & Marketing groups. Worked with senior management to develop best practices, automate marketing efforts, and improve/standardize Sales activity reporting and forecasting
- Assisted with management of international technology (London, UK) on an interim basis while maintaining domestic US responsibilities
- Proposed and oversaw multiple infrastructure upgrades. Developed ROI presentations on upgrades including: Windows 2003 Active Directory, Cisco PIX firewalls, Exchange 2003, corporate wide hardware replacements
- Standardized hardware ordering, image design, and technical documentation procedures
- Developed and implemented standard company technology policies and best practices. Coordinated with Human Resources and Legal departments to improve new hire processing, including augmenting employee offer letters and non-compete agreements

### **Education**

1995 – 1996  
University of Memphis  
Memphis, TN  
Major: Computer Engineering

2005  
Golden Gate University  
San Francisco, CA  
Major: Information Technology (B.S.)

Project Management Professional (PMP) Studies