

DAVID C. SLOANE

Somerville, MA

SUMMARY

Information Technology leader and hands-on practitioner with a talent for creating order out of chaos, consensus out of discord, and efficiency out of wastefulness. Applies technical expertise, love of documentation, and relationship-building to solve problems, overcome difficult obstacles, and enable growth of start-up, early-stage, and mature organizations in a variety of fields.

PROFESIONAL EXPERIENCE

OBAMA FOR AMERICA Chicago, IL 2012
National Presidential Campaign

Regional IT Director

Hired to support state IT staff in hardware, service, software and, in general, solve technology problems

- > Assembled an agenda, facilitated and documented weekly State/National IT conference call to solve problems and keep State and National IT staffs aligned.
- > Planned, documented and managed a dozen unique, in-state Voter Protection Hotlines using web-based call routing services (VirtualPBX, Twilio), up to and including Election Day VP Hotline operations, to address voting irregularities and provide voting information.
- > Developed new purchasing process for Grandstream VoIP systems around a single reseller to accelerate orders, saving campaign staff time and getting phone systems to the field more quickly.
- > Built field-office network monitoring system using existing tools to alert remote IT staff to Internet service problems, to accelerate ISP problem resolution and keep field offices up and running.
- > Designed and managed multiple HQ-to-State VPN's for Chicago staff to monitor local Internet ads in swing states
- > Addressed fund-raising system server performance with adjustments to VMWare and server hardware, ensuring critical fund-raising systems could keep up with the pace of donations.

PAYTRONIX SYSTEMS, INC. Waltham, MA 2011 - 2012
Restaurant Loyalty Marketing SaaS Provider to Hundreds of Restaurant Chains

Technical Operations Manager

Recruited to improve operational effectiveness in a 50-employee, high-growth, restaurant marketing SaaS business. Standardized and documented IT processes and procedures to improve uptime, security, and standards compliance.

- > Created and extended policies, procedures, and technical documents to optimize data center operations to comply with regulations and security frameworks required by Paytronix customers.
- > Managed, secured and extended critical systems at 24x7 data centers, including switches, firewalls, load balancers, routers, storage, and VMWare, Windows, and Linux servers to provide reliable service to customer POS systems.
- > Brought neglected DR site hardware and software up to date and exercised regular, operational testing
- > Hired and managed additional IT staff to support a range of technical needs

MEMENTO, INC. Burlington, MA 2008 - 2011
Fraud detection and prevention provider of on-premise systems for financial services clients

Director of Technical Operations and Security

Recruited to take over and modernize internal information technology from part-time consultants and non-IT staff. Managed corporate network, Windows servers and workstations with one IT staff member, provided infrastructure guidance for customer-site deployments and maintained legal and contractual information security compliance. Completely rebuilt internal infrastructure to support core software development, testing and customer-scenario environments using VMWare ESX server virtualization.

- > Revamped security policies and procedures, including consensus-building, design, documentation, training and enforcement to accelerate the sales cycle and meet regulatory requirements.

MEMENTO, INC. (continued)

- > Planned and executed corporate office-move project from Concord to Burlington with no unplanned downtime to accommodate rapid organizational growth, doubling customers and staff over three years.
- > Converted office server environment from aging physical infrastructure to managed, Layer 3 switches, multiple VLANs, and four VMWare ESX 3.5 and 4 hosts running 80 virtual machines to improve productivity of software development and testing staff and address customer issues in safe, customized environments.

EVARE, LLC Burlington, MA

2004 - 2007

Straight-through-processing hub for banks, brokerages and corporations with hundreds of org-to-org links

Systems Manager

Recruited to manage a 4-person Systems team, responsible for internal and customer-facing Windows Server systems, at this straight-through-processing, 60-employee SaaS business and improve collaboration with other technical teams. Designed, acquired and deployed cost-effective solutions, supporting 100% annual data growth.

- > Wrote policies, procedures, and technical documents for customer RFP's and audits
- > Moved 50 person, 150 computer, 20 VLAN network to new office space, including new IP phone system, Gigabit switches, and UPS power, over a single 48-hour weekend with no unplanned downtime
- > Migrated 150 aging servers in office, production, DR, and four test environments to scalable VMWare ESX 3 hosts

VFA, INC. Boston, MA

2001 - 2004

Facility assessment and capital planning SaaS/Services business for corporate, government and higher-ed

Senior Systems Administrator

Recruited for a new, technical-lead role to extend IT team capabilities and improve scalability and reliability

- > Deployed and managed network infrastructure, telecom systems, and servers running Windows and Linux

EVENT ZERO, INC. Watertown, MA

1999 - 2001

Custom web application developer servicing startups and established businesses

Senior Technical Operations Engineer

Recruited for the first IT role at this web development start-up to handle all aspects of information technology.

- > Designed and implemented IT infrastructure to support rapid growth from 10 to 200 employees
- > Managed firewalls, switches, routers, MS Exchange servers, NT domain and data circuit services

SYMANTEC CORP Eugene, OR

1995 - 1999

Leading Fortune 500 Security Software Developer

Senior Technical Services Analyst-NOS Administrator

1998 - 1999

Promoted to manage file and print services for the Symantec Eugene office for over 500 users and over 1,000 nodes.

Senior Technical Services Analyst-GIS Projects

1997 - 1998

Promoted to create GIS helpdesk process and Remedy Action Request System software requirements

Technical Support Analyst, Technical Services Analyst

1995-1996, 1996-1997

EDUCATION

Harvard University, Cambridge, MA

2003

Information Systems Management course

Bard College, Annandale-on-Hudson, New York

1992 - 1993

Studied Political Science, Economics; Founded Bard Journal of Social Sciences

Columbia University, School of Engineering and Applied Sciences, New York, NY

1989 - 1991

Certification

ISC² Certified Information Systems Security Professional (CISSP) #419888