

# Justin M. Powell

1277 Colorado Road, Lexington, KY 40509

<http://www.justinmpowell.com>

[jpowell@justinmpowell.com](mailto:jpowell@justinmpowell.com)

+1 (859) 312-0162

## SUMMARY

- Professional with more than 14 years of IT experience.
- Excellent written and verbal communication skills combined with solid leadership and organizational skills to accommodate any environment.
- High technical expertise allows the understanding of all project requirements from start to finish with the business knowledge and experience to execute efficiently.
- Detail-oriented with a strong history of fulfilling business/user requirements promoting an atmosphere of constant improvement.

## CORE COMPETENCIES

*Platforms:* IBM pSeries AIX, Solaris, VMWare, Linux, Windows

*High Availability:* Veritas Cluster Server, EMC Powerpath, IBM HACMP

*Web:* Website design, Apache HTTP Server, BIND DNS Server, Sendmail, IIS, Websphere

*Databases:* Oracle, Sybase, MSSQL Server, DB2, MySQL

*Storage:* Veritas Volume Manager (3.x-5.x), Veritas Filesystem (3.x-5.x), AIX LVM, Solaris DiskSuite, DS8300

*Backup:* Tivoli Storage Manager for Backup and Recovery, Flash Archive, Mksysb, Netbackup

*Email and Collaboration:* Domino, Notes, Exchange

*End User Applications:* Microsoft Office, Project, Visio

## EMPLOYMENT

Global Delivery Project Executive

[IBM Global Services](#), Lexington, Kentucky.

June 2011 – Present

- Management of all Information Services for the [Hill-Rom](#) account as the single point of contact owning overall responsibility for the delivery of contracted services, including maintenance of all Service Level Agreements (SLAs) and scorecard measurements for tracking and reporting.
- Communicate with internal departments and senior management, assisting sales with site visits and product demonstrations, and managing customer expectations.
- Implementation and execution of processes and procedures that conform to the needs of the business.
- Provide an innovative, secure, audit ready and cost effective environment that drives value for the business, utilizing revenue enhancements and cost reduction opportunities.
- Interact and manage offshore staff to ensure performance and proper handling of processes.
- Collaborate with internal operational teams to define the business process model and detail functional specifications.

Global Adv Delivery Program Manager

[IBM Global Services](#), Lexington, Kentucky.

August 2010 – June 2011

- Global Service Delivery Manager on a \$175M contract with [BG Group](#) in the industrial sector providing support in the management of over 1650+ servers, 1600+ databases, and 1 petabyte of managed storage.
- Designed and implemented the RFS Service Introduction process for on-boarding of new equipment into IBM support, as well as the expeditious completion of complex assessments and key procedures critical to the success of the account going live.
- Global account management responsibilities providing direction and leadership for regional service delivery managers in Houston, London, and Brisbane.
- Provided technical guidance to the support teams when necessary and improved strategic areas that increased service and productivity resulting in ongoing FTE savings across multiple towers.
- Implemented significant account improvements relative to SLAs, project turnaround, and a stable customer concurrence of supported equipment throughout the environment.
- Developed and coordinated the execution of a global patching solution across AGLNG, EMEA, and APAC.
- Negotiated RACI documents with the customer to determine discrepancies between the contract's intent and customer expectations.

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## EMPLOYMENT (Continued)

Service Delivery Manager

[IBM Global Services](#), Lexington, Kentucky.

March 2007 – August 2010

- Service Delivery Manager on a \$155M contract with [Schneider-Electric](#) in the industrial sector providing direction and support in the steady state management of over 650+ servers.
- Managed Schneider Electric's eBusiness platform under a 5 year \$13M contract. Led technical teams in US and India to meet aggressive dates for project releases and support in a complex environment comprised of 125 servers, 11 terabytes of managed storage, and multiple networks.
- Designed and implemented significant account improvements involving the development and deployment of Domino databases for tracking of system billing, SLA requirements, RFS, security, and PM tasks.
- Led the development and deployment effort of the Inventory Control Database to improve accuracy and reduce management time required to track server ARCs/RRCs, and monthly measurements. My database was approved by the IBM Patent team, and submitted as "published" within the US patent office.
- Maintained an audit/security ready posture by achieving GREEN status reports for KCO audits.
- Tirelessly performed project management, technical delivery, and overall support for the teams during all Disaster Recovery tests for Schneider/CSeB exercises. Integration of my IssuesLog database into the process contributed significantly to the success of the 2009 SE DR test and has set the new standard for how issues will be tracked to resolution in all future DR activities.
- Extensive international account management experience, including working with customers in France and managing delivery with a staff in India, Brazil, and Argentina.

Systems Integrator / Project Manager, Distributed Computing

[IBM Global Services](#), Lexington, Kentucky.

April 2003 – March 2007

- UNIX system administration of AIX pSeries and SUN Solaris servers in support of multiple Fortune 500 companies including [Square D](#) and [Hillenbrand Industries](#).
- UNIX security, disaster recovery, problem determination, change management, and full system administration tasks.
- Design and management of UNIX related projects and NBOs.
- Distributed workloads via team project plans to accommodate normal break/fix maintenance work and meet project deadlines.
- Provided 24x7 on call technical coverage for high severity issues and consultation for decision making to reduce SLA exposures.
- Tactical Lead in transitioning multiple accounts that were outsourced into IBM Global Services.
- Wrote and published technical whitepapers that have been approved as IBM Intellectual Capital in the ICM Asset Web: "Solaris DiskSuite Installation Procedure for a Solaris System in a 2 disk configuration" and "A Guide for Flash Archive Creation and Installation"

Web Author

[Digital Insight](#), Athens, Georgia.

April 2002 – February 2003

- Web Development / Design / Maintenance: Web site design and programming using HTML, CSS, JavaScript, ASP, and DIML (Digital Insight's own Markup Language) using software such as Microsoft Visual Studio, and Allaire Homesite to run on UNIX as well as Microsoft IIS based server platforms.
- Communicated with online banking clients daily for updates and changes to their websites.

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## EMPLOYMENT (Continued)

President and CEO

[Spider Web Graphic Design, LLP](#). Newnan, Georgia.

1998 – 2003

- Web Development / Design: Web site design and programming using PHP, MySQL, HTML, CSS, JavaScript, and Perl, using software such as Macromedia Dreamweaver, Fireworks and Flash, to Homesite and Notepad to run on UNIX and Linux as well as Microsoft IIS based server platforms.
- System Administration: Set up and administration of UNIX based servers with Apache, MySQL, PHP, Sendmail and Qmail. Setup and administration of Virtual Services, SSL, SSH, and other system administration tasks.
- Product and Business Development: Secured new business and worked with clients to help plan, design and direct web projects. Domain name registration, site planning and architecture, logo design, identity development, marketing, online promotion and launch.

Independent Consultant / Year 2000 Compliance Manager

[Coweta County School System](#). Newnan, Georgia.

1999 – 2000

- Secured all systems on the network by installing and maintaining software and hardware for year 2000 compliance, NT Servers and each site's client machines totaling over 1500+ systems.
- Learned project management skills in a complex environment.

Technical Support Specialist

[Coweta County School System](#). Newnan, Georgia.

June 1997 – August 1998

- Maintained hardware and software upgrades while performing network, NT Server, and workstation troubleshooting tasks.
- Maintained aspects of security for each site's NT servers and Linux machines.

## EDUCATION

Bachelor of Business Administration, Management Information Systems

[University of Georgia](#). Athens, Georgia.

Graduation: December 2002.

GPA 3.30/4.0 Major GPA: 3.8/4.0

- Experience in Management Information Systems, Systems Development Life Cycle.
- Additional coursework in Finance, Economics, Accounting, and Real Estate.