**john tae kim**

562-659-3257 • johntae@gmail.com

**Senior technical Program Manager**

I love working with Diverse cross functional teams to Develop, Rationalize, Architect, Design, Deploy and Operate Massively Scaled Data Center, Networks, Systems and Security for the world’s most massively scaled Cloud Infrastructures.

**Core Competencies:**

|  |  |
| --- | --- |
| Full Cycle Project Management  Technical Solutions Implementation  Cloud Computing Infrastructure  Data Center Infrastructure  Information Security Infrastructure  AC/DC Power Plant and HVAC | Optical Transport Infrastructure  Network Design and Engineering  Server Systems Design and Engineering  User Training and Documentation  Data Center Rack Space and Power  Optical and Copper Cable Infrastructure |

**Professional Experience**

**FIDELIS CYBER SECURITY, REDMOND WA May 2015 – Present**

**Senior Technical Service Delivery Manager, Network and Systems Security (@Microsoft)**

* Worked with Microsoft’s Information Security & Risk Management (ISRM) Team to develop security Access Lists, Alert Lists, White/Black Lists, Best Practices and Policies.
* Helped ISRM scope the Privileged Access profiles and policies for Incident Response, SOC and management teams
* I worked with MSFT Dev and Fidelis Product development/engineering to introduce a cloud Azure instance meta data “collector” and sensor that would allow ISRM to rapidly deploy and update Azure instances of the security appliance. I helped the team scope out the type of Azure instance and number of instances needed to cover all data center Edge traffic worldwide.
* I provided the primary guidance on determining the volume of edge network traffic being monitored in Microsoft Data Centers worldwide for the ISRM team helping them to determine how much they needed to scale their security foot print, both physical and cloud based.
* I provided the ISRM team guidance on Hardware deployment to MSFT Data Centers, walked them through meetings with Site Services and Data Center Operations, opening service and equipment delivery tickets, qualifying network and rack space/power requirements with the Global Network and Network Infrastructure Services teams.
* I provided the bridge between the network and security team for High Value “secured” 200G networks, evaluating and recommending redesigns that met the Business requirements. Educated the Network team on the Security Stack and the need for decryption and ensured that the Security team understood the “secured” traffic was a stand-alone network that was not subject to MSFT privacy restrictions.
* I worked with the ISRM team to scope out the complete hardware refresh of 72 security appliances located across 24 data centers worldwide, determining which data centers should be upgraded first and scoping the BOMs and MOPs.
* I used Salesforce to track all open and pending projects and tickets for ongoing trouble issues and feature requests, maintaining a weekly report log for activities at MSFT company wide. I also maintained the Dashboard for MSFT.
* Tracked Project deliverables across multiple teams and regions. Asia, Americas, Europe using Salesforce as a project status tool to update the relevant teams.
* Reviewed and updated Microsoft requirements for future product offerings and services
* Provided support to Sales in interpreting the customer requirements and needs

**DELL Inc., REDMOND WA August 2013 – May 2015**

**Senior Program Delivery Manager, Cloud Data Center Solutions (@Microsoft)**

* Worked with Microsoft Hardware Development on their Windows Cloud Server project helping them scope hardware requirements and operational support work flows. Help the team during their first operational deployments to determine hardware faults and deployment processes.
* I ran the project between Dell and Microsoft staff to complete the firmware update of 600,000 production servers that were running 10 different firmware versions. Worked with Dell engineering to develop a single process that would not impact the production servers as they were being updated through their various firmware versions, after which working with the Auto Pilot and Azure team to accept the process and then work out a 3-month schedule to test the process and then update all the servers in every Data Center worldwide over the course of 2 weeks. Less than 500 servers suffered production outages during the entire process.
* Worked with Xbox, Microsoft Data Center Staff, Network Engineering and Operations teams for the deployment of 40,000 servers to a newly built data center. Reviewed and signed off on Rack Space/Power and network connectivity requirements for the server BOMs. Provided the full cycle management of server delivery and turn up, working with the deployment teams to make sure all the rack servers came up and working with the network teams to resolve networking issues such as not having configured Top of the Rack switches or configuring the wrong IPs or miss-cabling fiber patch cable.
* Provided onsite technical training for Microsoft staff on Dell Solutions
* Reviewed and update Microsoft requirements for future product offerings and services
* Provided support to Sales in interpreting the customer requirements and needs

**AMAZON AWS, SEATTLE WA** **May 2012 – March 2013**

**Technical Program Manager II, Global Data Center Network and Systems Infrastructure**

* Provide build review and financial justification of network and data center infrastructure projects due to scaling and general expansion.
* Manage the Expansion of regional Optical Core and Edge Networks such as the expansion of the Oregon Boardman Data Center ring, upgrading the optical and core network between 3 data centers from 80G to 360 in 90 days, including the core network switches and routers.
* Provide cohesive project deliverables between multiple engineering and systems teams. DWM Optical, Border Network, Production Network, Load Balancer, Server Host, Power Space, Colocation, Data Center Operations.
* Provide financial and engineering justification of BOMs and reviewed Vendor Quotes.
* Review financial costs and timelines for deliverables from vendors across multiple regions. Ireland, China, Brazil, Virginia, California, Oregon, Washington.
* Plan and schedule infrastructure installs of network, server, fiber plant and power at colocation sites and data centers.
* Track Project deliverables across multiple teams and regions.
* Research new cost and time saving solutions for infrastructure builds and outages such as the introduction of Fiber and Optical test tools which allowed onsite teams to determine the condition of fiber cable and optical laser for fault or failure.
* Investigate and complete uncompleted or incorrectly submitted projects such as the VPN connectivity for sales between Dublin, Seattle and Beijing where the Juniper VPN devices had been incorrectly sized for the amount of traffic being pushed as well as the assigning of the incorrect bandwidth, 10M versus the 1G that was required.

**EQUINIX INC, SUNNYVALE CA August 2010 – May 2012**

**Project Engineer, Data Center Operations Escalations**

* Provided project management, process and system leadership on average to 30 projects quarterly to a geographically diverse team of Data Center Supervisors, Engineers and technicians who design, deploy, troubleshoot, repair, and maintain Data Center fiber and power infrastructure for the customer and the company.
* Review Proof of Concept on new devices and products such as the new Optical and Fiber testing tools to be used company wide.
* Review and maintain Vendor relations and new product introductions and negotiate pricing for new products and services.
* Review and approve/deny power distribution unit selection dependent on Cab requirements as well as available power to Cage.
* Review Cabinet Locations within cages to balance Cold and Hot aisles to increase cooling efficiency and reduce power consumption.
* Maintain current knowledge with respect to relevant state-of-the-art Data Center Networking, Storage, Power Distribution and Fiber Optic Cabling
* Recommend alterations to design, development and implementation to improve fiber, copper and power utilization and increase cable density.
* Responsible for the coordination and completion of projects - sets deadlines, assigns responsibilities, monitors and summarizes progress of project.
* Drive changes across all sites to achieve consistent business system solutions.
* Develop and maintain alignment with national and regional executive stakeholders in relation to business systems and policy, strategic direction and future business objectives.
* Manage Operational technical functions, business process system solutions including specification standards, data integrity and exceptional handling.
* Provide recommendations for improvement based on research including new Power Distribution Units, Cable Trays, Fiber Bundles and Patch Panels
* Define, collect, analyze and report to management on US Operational metrics.
* Serve as the content owner for standard operating procedures (SOPs). Collect recommendations/inputs from cross-functional groups to keep SOPs current
* Develop a variety of technical documentation including procedures, articles, reports, and/or user manuals.
* Develops methods and materials for training staff and may prepare curriculums including lectures, ideas for group discussions, demonstrations, and workshops.

**AMEDICORP MANAGEMENT SYSTEMS INC, SOUTHERN CA**

**November 2008 – August 2010**

**System Engineer**

* Architect and Develop Network and Office Systems designs and submit proposals.
* Provide demonstrations of new equipment and designs as well as strategies for utilizing new products to maximize efficiency and provide cost savings.
* Deploy networks, servers, desktops and peripherals and provide support after.
* Maintain customer relationships and conduct follow ups to insure satisfaction.

**COVAD COMMUNICATIONS, SAN JOSE CA August 2005 – May 2008**  
**Product Development Engineer**

* Project Manage the testing and introduction of new hardware and processes from concept to full systems deployment. Detail and drive full Proof of Concept on new Devices.
* Design and Implement Layouts for Hardware and Software Demonstrations and Development
* Test and provide Proof of Concept bake offs of new Products for Systems integration for the Data Center and Central Office. (Design Rack Installs, "Cat5,6 Gig E, T1, DS3, Power Cabling" for Vendor Qualifications, Regression and Pre-Deployment Testing)
* Architect and design VM environments with VMWare ESX server and attached Storage
* Research, Recommend, Justify, Order, Install and Maintain Various Vendor Equipment and Software. (Cisco, Juniper, Nortel, Lucent, Foundry, Samsung, Nokia, Spirent, Agilent, Sun Solaris, Red Hat, Dell, EMC, Fiber Storage)
* Provide AC/DC power analysis and connectivity. (Calculate Power requirements for Racked Equipment and Air Conditioning, work with Contractors to set quotes for electrical contract work) Determine best practices for power systems layouts and utilization as well as safety procedures.
* Provide General Support and Identification of additional equipment and resources needed by Server, Network, VoIP, Video, Software and Test Engineers

**ZHONE TECHNOLOGIES INC, OAKLAND CA July 2004 – August 2005**  
**Product Support Engineer**

* Provide Product Support and Integration for Customer Demonstrations and initial deployments for new and existing customers and products.
* Maintain, install and order Various Vendor and internal switches, routers and servers (Cisco, Nortel, Foundry, Lucent, Zhone, Marconi, Sorrento, Luxn, Sun, and Vocal Data).
* Conduct testing of Customer configurations for interoperability with Zhone and third party vendors (switches, routers, servers, modems) as well recreate customer issues.
* Conduct tests for DSL Broadband modems for speed and interoperability with Zhone DSLAMs. Build out optical DWDM test beds to test and demonstrate new features.
* Provide support for Marketing and Sales for Demos and Customer Trials, both in the office and on the road.
* Review RFPs for design of customer requirements and modifications. Provide training and documentation for customer.

**ADELPHIA BUSINESS SOLUTIONS (Comcast), SOUTHERN CA**  
 **February 2002 – December 2003**  
**Regional Network Support and Project Deployment Engineer**

* Complete installation of switching equipment (Cisco, Juniper, and Lucent CBX 500) and DOCSIS CMTS equipment (BigBand/ADC, Nortel/Arris, Cisco) at Head ends and CO’s.
* Implement final configurations of new switches as well as upgrade/migrate old configurations. IOS upgrades for Cisco equipment and CMTS’s. Install and configure out of band managers and insure dial up connectivity.
* Trouble shoots equipment outages and test fiber patch cables (through put and power) and Gigabit Ethernet cards (GBICs).
* Test modem RF connectivity for CMTS (BigBand/ADC Cuda, Cisco UBR, Nortel Arris, Terayon Bluewave) to verify DOCSIS settings.
* Conduct site surveys and site verifications of remote hub sites. Determine space allocation for equipment and power availability.
* Determine cabling of fiber patch cables, Cat 5 and RF cables. Determine the most cost effective use of equipment.
* Design fiber network connections and interconnections with Telco DS3, OC3 and OC48 circuits.
* Plan equipment installations and upgrades while determining the highest return value in equipment purchases and leased line services from CLECs
* Projects manage the delivery and availability of equipment and staff. Review circuit design of leased lines and correct provisioning of T1s and DS3 lines.
* Provide training and 2nd level support on complex issues as well as supervision of local staff (40+) to complete projects.
* Write Maintenance and Procedures documents for Change Managements to upgrade or move Switches, routers, CMTS and fiber connections.

**LUCENT TECHNOLOGIES, ALAMEDA CA November 2000 – October 2001**  
**Network Support Engineer**

* Provide Expert Level Support and research on multiple Lucent Remote Access Devices   
  MAX/Pipeline Routers, TNT/APEX/CBX/ATM Switches, Stinger DSLAMs.
* Aid in the configurations and deployment of the product via phone and e-mail.
* Review Customer network designs for inconsistencies and failure points.
* Work with customers and their telco providers to confirm proper circuit design.
* Document all customer concern and resolutions using Remedy.
* **Technical Proficiencies**

|  |  |
| --- | --- |
| **Technologies:** | Cisco: DWDM Optical Shelves and Nexus Network Switches  Juniper: Routers and VPN  Optical Fiber Cabling and Testing Single/Multi Mode Fiber OM2/OM3/OM4,  Windows-Server, Linux/Unix, MAC operating systems and hardware platforms, VMWare: ESX Server, VM Center, VM Motion |
| **Tools/Networks:** | Application Software: MS Office Suite Visio, Office, UNIX shell, Radius, Network Tools: Ethereal (Wire Shark). HP/Spirent Test Network Equipment,  Database Programs: MS Access, Salesforce, Oracle |