

GARY M. JOHNSON

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ENTERPRISE OR INFRASTRUCTURE ARCHITECT

Solutions-focused and results-driven technical leader providing more than 20 years of hands-on IT architecture, systems administration, programming, and business analysis experience. Offer track record of planning, designing, and implementing technical solutions that support efficient and cost-effective operations, not to mention meet unique business needs. Possess strong blend of interpersonal and communication skills, coupled with acute analytical and problem-solving abilities. Adaptable and forward-thinking professional who effectively wears many professional hats. Lauded by peers and managers for technical architecture successes and proactive leadership approach. Known for leading award-winning technical teams, earning numerous citations in industry publications. Core competencies include:

Change Management • Project Management • Process Improvement • Consulting • Strategic Planning
Needs Assessment • Data Warehousing • IT Infrastructure & Design • Network Administration
IT Strategy & Security • Deployments & Migrations • Presentations • Customer Service

Product knowledge of features and capabilities for use in technical solutions include:

SERVERS	HP, Dell, Sun and IBM Rack and Blade Servers and IBM 390
NETWORKING	McData Director-class and edge-class SAN switches, Cisco IP switches, routers and optical networking ONS 15454 SONET switch, Cisco ASA firewalls, Juniper Netscreen VPN products, F5 Load Balancing
OPERATING SYSTEMS	Citrix, VMWare, Linux CentOS, Windows Vista, Windows 2003, Windows XP, Windows 2000, Windows NT 3.1, 3.5 and 4.0, Microsoft Windows 95, Microsoft LAN Manager, Novell Netware 3.12 & Older, Windows for Workgroups, Windows 3.1, and DOS.
STORAGE	EMC, Hewlett-Packard Enterprise-class SAN/Mainframe storage, StorageTek tape and storage libraries, NetApp, Local server attached storage
ERP	Oracle Financials, People Soft Human Capital
DATABASE	Microsoft SQL, Oracle, TeraData, DB2
INFRASTRUCTURE SERVICES	Microsoft Active Directory, SUN ONE LDAP, Microsoft Exchange, Microsoft WINS, Microsoft DNS, Microsoft DHCP, Lucent QIP -- DNS and DHCP, Tivoli Enterprise Console, BMC Patrol, Legato Networker, Microsoft Mail, SNMP, Windows Management Interface -WMI, Avaya, 3Com NBX V3000, Genesis Communications,
APPLICATIONS	Spark EA, XMind, Microsoft Office Suite 2007, Visio 2007, Microsoft Project, Mindjet Mindmanager, OpenOffice
PROGRAMMING	Ruby, Python, Perl, Visual Basic, Microsoft Test, Btrieve, Dataflex, Magic PC, Turbo C, Basic

-- CAREER HISTORY --

Milestone Systems • Minnetonka, MN

June 2011 to Present

A value-added integrator focused on enhancing networks, Milestone serves IT clients in 4 main ways network appliances, consulting on IT Projects, training classes and managed services.

Consultant

Providing High Availability consulting services to 3rd largest US brokerage firm in Charlotte, NC.

BaseN North America • Atlanta, Georgia

2008-2011

Collects, displays, stores, and analyzes data collected from software and equipment, with multimillion-dollar revenues and worldwide customers.

BaseN North America – Senior Sales Engineer – continued..

Senior Sales Engineer

Provided US sales team with pre-sales technical support, and post-sales support. Transitioned into sales role upon exit of sales professionals. Developed sales presentations for products. Prospected and pursued leads and connections.

- Developed successful response to RFP for equipment and services to monitor Quality of Experience (QoE) on Venezuelan telecom company's network, demonstrating ways to proactively correct issues on newly implemented services (Internet and TV) while minimizing impact to their customers.
 - Performed as Solutions Architect defining solution and collecting data to respond to RFP; translated data to both English and Spanish.
 - Earned praise from company's owner for enabling business to be competitive and gain recognition for its capabilities by addressing needs of customers.
- Drove awareness within BaseN of need to refresh marketing materials and website, which translated into stronger presence and appeal to potential customers.

Carlson Companies • Minnetonka, Minnesota

1995-2008

Global, family owned hospitality and travel company with 1,070+ hotels in 77 countries and 900+ restaurants in 60 countries.

Enterprise Architect

Participated in various matrix organizations providing technical infrastructure knowledge. Performed as part of Enterprise Architecture group tasked with creating shareable infrastructure that could be utilized across all operating groups. Collaborated with Carlson Technical Architecture Committee (CTAC) and IT Council to determine and implement projects and associated budgets to support development of shared infrastructure. Conceived ideas, gathered requirements, formulated plan and project, gained buy-in, coordinated project plan and budget, completed approval processes, and served in lead role during implementation.

- Designed and executed complete rework of user desktop environment that provided more consistent and predictable performance by redesigning network for Cornerstone, bringing all desktops to common software version, and by instituting version control over core set of software, operating system, and hardware.
- Championed long-term vision strategy and guidelines for storage of data at Carlson, addressing servers and personal workstations.
 - Evaluated and compared vendor offerings presented to Carlson using strategy.
 - Launched and implemented project to back-up local disk on all workstations, on-site and remote, transforming local hard drives into managed assets and reducing need for file servers.
- Published long-term strategy in book explaining how Storage Networking Industry Association (SNIA) models could be used to define strategy and vision that would benefit companies.
- Achieved national recognition for work in designing and implementing "World's Largest IP Storage Area Network" which used IP Ethernet as core to network, enabling redundancy, high availability, and remote back-up and off-site capabilities.
 - Earned citations in several notable magazine articles for solution's capabilities.
 - Received invitations to speak at Storage Networking World, 2 Marcus Evans events, and SNIA event.

Response, Inc. • Rochester, Minnesota

1992-1994

Programming company and provider of consultants to Mayo Clinic primarily for desktop and server support.

Consultant

Delivered operations support for Microsoft LAN Manager Servers that were installed throughout Mayo campus, with token ring topology. Collaborated with team of other consultants and Mayo Clinic staff to identify and address technical needs.

Response, Inc. - Consultant continued

- Ensured consistent build of technology infrastructure and proper care for approximately 30 servers by developing several installation documents to describe how to install servers and software updates.
- Automated transition of users from 1 server to another when hardware and software updates were being performed by developing several batch files.

SE MN Private Industry Council • Rochester, Minnesota

Prior-1992

Non-profit corporation established to administer and distribute federal job training funds from Job Training Partnership Act.

Director of Information Systems

Initially provided accounting and computer services, transitioning into full-time IT management role as company grew. Implemented and maintained computer systems to track participant eligibility, enrollment, participation, and placement into full-time job. Supervised 17 direct reports.

- Assisted staff in administering training programs and providing better services to participants by writing new application using Magic software.
 - Enabled staff to use data uploaded into statewide system for daily work and integrated application with state-supplied system to facilitate data upload requirements.
 - Developed several versions of application, with final version being early client/server application using Btrieve Database on Novell server.
 - Used application to enroll and track all individuals participating in any of SEMNPIC job training programs.
- Installed and maintained Novell LAN at SEMNPIC that was purchased by state of Minnesota; this early Novell network was actually dedicated hardware and used Motorola processing chip and was one of first Novell LANs installed in Minnesota.

-- EDUCATION & PROFESSIONAL DEVELOPMENT --

Bachelor of Arts, Business Administration: Luther College

The Open Group Architecture Framework (TOGAF) Certified V8
Information Technology Infrastructure Library (ITIL)
Foundation Certificate in IT Service Management, March 2007
ITIL Version 3 Foundation Bridge Examination, June 2008
Microsoft Certified Professional + Internet

-- PRESENTATIONS & PUBLICATIONS --

Presentations

February 4-6, 2003 -- [IP Storage Networks at Work User Symposium](#)

October 27-30, 2003 -- Orlando, FL Storage Networking World Fall 2003

Spring 2003 -- Marcus Evans Conference in Palm Springs, California

Fall 2003 -- Marcus Evans Conference in Monterey, California

Book Citations

July 2003 -- [Designing Storage Area Networks, Second Edition by Tom Clark](#).

March 2005 -- [Storage Virtualization: Technologies for Simplifying Data Storage and Management by Tom Clark](#). Provided views on storage virtualization.

Magazine Articles

June 1, 2002 -- *All Business*, "[Leaving Room for Data to Arrive](#)"

June 17, 2002 -- *BaseLine Magazine*, "[Storage Technology Corp.: Battle-hardened Survivor](#)"

July 8, 2002 - *ComputerWorld*, "[Carlson Blends IP and Fibre Channel in Data Center SAN](#)" and "[IP-centric SAN the way to go for travel company](#)"

August 1, 2002 -- *InfoStor Magazine*, "[Carlson's data center relies on IP SAN](#)"

August 9, 2002 - *CRN*, "[IP Storage in SMB](#)"

August 9, 2002 -- *Network World*, "[The ins and outs of interconnects](#)"

September 15, 2002 -- *Network Computing*, "[T.G.I. Friday's Owner Serves Up an IP SAN](#)"

September 2002 -- *Storage Magazine*, "[Free of Fibre Channel baggage, firm builds IP SAN](#)"

November 2002 -- *Storage Magazine*, "[Towards the new data center](#)"

December 2002 -- *Storage Magazine*, "[Your next data center: Think flexible](#)"

July 2003 - *Storage Magazine*, "[IP SANs take their place](#)"

January 16, 2004 -- *Baseline Magazine*, "[Voice of Experience: The Backup Planner](#)"

November 9, 2004 -- *Search Storage*, "[Strategic Storage: Eyeing IP storage](#)"