

MARK A. GARCIA

7403 CREEKBLUFF DR. AUSTIN, TX 78750

STARTUPS • SCALE TO MARKET • PLATFORM HARDENING • GLOBAL EXPANSION

VICE PRESIDENT ~ TECHNOLOGY OPERATIONS

A Senior Management Leader with 17 years of experience in conceptualizing, architecting, and leading world class infrastructures. Successful leadership and management of critical and high revenue generating SaaS, IaaS, and PaaS environments involving a complex and diverse range of storage, security, operating systems, and networking technologies. Expertise in process improvement and agile software development life cycles. Highly focused in capacity planning, infrastructure design, architectural scalability, and datacenter management for Global Enterprises. Extremely analytical and data driven in executing on vision and direction for improving organizational health and establishing a cohesive team.

AREAS OF EXPERTISE

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|---------------------------------|---------------------------------|--------------------------------|
| ∞ DevOps and Release Lifecycle | ∞ Team Building and Development | ∞ Private/Public Cloud Expert |
| ∞ Incubation to Production | ∞ Cost Savings Analysis | ∞ Enterprise Resource Planning |
| ∞ Data Center Infrastructure | ∞ Vendor Management | ∞ Business Continuity Planning |
| ∞ Process and Efficiency Expert | ∞ Open Source Evangelist | ∞ Budget Forecasting |

PROFESSIONAL EXPERIENCE

Director of Cloud Operations, Chief Delivery Architect

2013 – Present

IBM – GTS Cloud Brokerage Service, Austin, TX (formerly Gravitant)

- Oversee Technical and Customer Operations team responsible for delivering our platform and supporting our customers.
- Director of DevOps and Systems Engineering, managing infrastructure and DevOps tool pipeline.
- Responsible for developing and manage operational budgets.
- Successfully transitioned technology stack through security and compliance assessments to meet regulatory requirements in US and EU
- Architect of SaaS infrastructure and deployment across 6 datacenters globally.
- Develop and execute organizational staffing model, to scale based on distributed workloads from customers.

Senior Manager Technical PMO / IT Architecture

2012 – 2013

HomeAway, Austin, TX

- Established the first IT Program Management Office at HomeAway.
- Directed key governance initiatives across the Global Technology team, supporting 750k+ vacation rental properties.
- Accountable for managing Capital and Expense Budget involving 4 datacenters and 22 offices spanning 8 countries
- Forecasted costs based on growth, strategic projects, and infrastructure consolidation.
- Oversaw the office infrastructure build-outs and remodels for 6 offices.
- Directed the procurement functions for all hardware and software assets, as well as costs for subscription and maintenance, including datacenters and all telecommunications.

Director of Online Operations

2011 – 2012

All Web Leads, Austin, TX

- Directed the operations engineering and infrastructure team.
- Oversaw the infrastructure of 150+ servers designed to capture, qualify, and route consumer data, in order to maximize profit margins, generating \$110M+ revenue per year.
- Lead initiative to attain 99.98% uptime and implement business continuity initiatives.
- Responsible for maintaining all production and development systems; a mix of IIS, Apache, MySQL, and SQL Server.

Sr. Engineering Development Lead

2008 – 2011

Microsoft (Bing - Travel), Austin, TX

- Directed the Travel teams engineering and infrastructure operations at Bing.com.
- Supervised team of system engineers, datacenter managers, and vendors.
- Oversaw the architecture of 1,300 servers powering the web and business logic tiers, and Oracle/MySQL databases
- Accountable for refactoring efforts to reduce COGS by improving server utilizations and improving reliability goals, meeting 99.999.
- Designed and supervised release management processes, improving developer efficiency and reducing time to mitigate and recovery events.

Director of Engineering Operations and Principal Infrastructure Architect

2004 – 2008

Farecast, Inc., Seattle, WA (acquired by Microsoft)

- Envisioned, prototyped, and scaled out the first airfare prediction website to provide traveling customers information on when to buy.
- Directed the infrastructure build-out fueling the processing of over 360 billion price observations.
- Executed on launching into full scale production datacenters our experimental pipelines and data mining operations
- Architected and managed our compute grids aggregating over 40 TB of data.
- Oversaw logistics to stay within our \$2.5M budget and 2 ½ year timeline.
- Engineered and outsourced all provisioned network connectivity requirements, both long haul DS3 circuits and dark fiber QMOE datacenter interconnects.
- Secured and managed monetarily favorable service contracts for both licensing and technical support for our hardware, circuits, datacenter footprints, corporate telecom, and office leasing.

Technology Manager

2003 – 2004

Washington Mutual Bank (Solutions Support), Seattle, WA

- Transformed and led a newly formed eBusiness Support group - The Solutions Support Team
- Architected a managed service portfolio to our internal Business Solution Partners (BSP), which included intergration and support services.
- Champion and liason for the Enterprise Change Management (CM) Governing Board and key contributor in the development of CM policies and procedures .
- Directed the training of the 100+ person department on CM processes and policies.
- Oversaw the review and approval process for all changes to production, ensuring documentation and implementation details met established standards.
- Supervised the technology efforts for each BSP rolled under our support umbrella.
- Supervised the support of the banks Bluecoat Web Proxy infrastructure and F5 BigIP Load Balancing infrastructure.

Systems Network Manager

2002 – 2003

NewSof Group, Seattle, WA

- Directed technology and infrastructure initiatives in providing web development services for non-profit organizations
- Architected, budgeted, implemented, and managed the hosting platform environment.
- Oversaw vendor relationships for equipment and outsourcing technical support for a 24x7 environment.
- Maintained source code repository in CVS and architected continued integration environment for software builds.

Lead Systems Engineer

2000 – 2001

InfoSpace, Bellevue, WA

- Supervised a team of 7 systems engineers responsible for supporting a suite of eCommerce and metasearch sites: Metacrawler, Dogpile, PlaySite, Stocksite, SiliconInvestor, and HyperMart.
- Directed the successful operation of Authorize.net and Prio Merchant payment gateway systems/services and data processing warehouse, for AMEX, Visa, Discover, and MasterCard in our service-level driven, multi-platform, and geographically separated production environments consisting of 700 servers.
- Executed service improvement initiatives by collaborating with business and developments groups in analyzing availability and usability of our portal services.
- Oversaw relations between business and customer technical needs
- Advised on production improvement processes, and implementing/enforcing resource consumption policies for shared ecommerce services.