MARK A. GARCIA

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CLOUD ENGINEERING • TALENT DEVELOPMENT • SECURITY COMPLIANCE

VICE PRESIDENT OF TECHNOLOGY AND ENGINEERING

A Senior Management Leader with 19 years of experience in conceptualizing, architecting, and leading world class application platforms and 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

∞ Design Thinking Strategist	∞ Customer Success Focus	∞ Private/Public Cloud Expert
∞ DevOps and Release Lifecycle	∞ MySQL and Oracle Expertise	∞ Enterprise Resource Planning
∞ AWS and Azure Architect	∞ Big Data and Serverless	∞ Business Continuity Planning
∞ Process and Efficiency Expert	∞ Team Building and Development	∞ Budget Forecasting

PROFESSIONAL EXPERIENCE

Director IT Infrastructure, Capacity Planning December 2019 – Present
Dell Technologies, Austin, TX
- Responsible for all capacity planning efforts supporting Dell Technologies internal businesses.

Head of Engineering and Professional Services August 2018 – September 2019
SourceDay, Austin, TX
- Responsible for the Product Design and Engineering Development group of our Ruby on Rails, AWS Scaled & RDS backed platform
- Released 2 new products - Accounts Payable Automated Invoicing and Request for Quote (in AWS) within 6 months contributing to 24% increase quarterly revenue, forecasting 41% increase EOY
- Lead the data architecture strategy, meshing AWS - Data Lake, Lambda Serverless, Gateway, Athena, and Kinesis orchestration
- Featured in Built-In Austin – *Beyond the technical: The traits that help engineers at 5 Austin companies succeed*
- Reported directly to the CEO, 12 direct reports

Senior Manager Development IT Architecture Network Services IBM Cloud Platform June 2017 – August 2018
IBM – Watson and Cloud Platform, Austin, TX
- Manage Gateway Services dev squad of 20 individuals, supporting of our virtual routing appliance and gateway service offerings.
- Responsible for managing the architecture, and support models for new gateway offerings within a PHP, React and Oracle ecosystem.
- Orchestrated evaluation of multi-vendor evaluation for routing appliance engine.
- Architected vendor release cycle to provide path for new OS releases for routing appliances.
- Directed EU, GDPR, and ITAR compliance across gateway services platform.
- Developed and Supported $12MM+/yr ongoing gateway services for over 6k routing appliances deployed in IBM Cloud.

Director of Cloud Operations/Chief Delivery Architect – Delivery and Customer Success April 2013 – June 2017
IBM – GTS Cloud Brokerage Service, Austin, TX (formerly Gravitant)
- Oversee Engineering & Technical Operations team of 53 individuals across 3 countries, responsible for delivering our Java platform.
- Architect of SaaS infrastructure and deployment across 8 datacenters globally across AWS, Azure, Softlayer.
- Director of DevOps and Systems Engineering, managing infrastructure and DevOps tool pipeline across AWS, Azure, and Softlayer.
- Responsible for developing and manage operational budgets.
- Successfully US and EU security compliance, meeting regulatory requirements
- Develop and execute organizational staffing model, to scale based on distributed workloads from customers.
- Delivered 16+ new fortune 500 clients generating total contracts valued at $200MM+ for FY16.

Senior Manager Technical PMO / IT Architecture October 2012 – February 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
December 2011 – August 2012
All Web Leads, Austin, TX
- Directed the operations engineering and infrastructure team, operating within AWS and multiple private hosting DCs, delivering 17MM+ unique visitors a month.
- 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 – including upgrading OLAP and ETL data warehouses.
- Responsible for maintaining all production and development systems; a mix of IIS, Apache, MySQL, and SQL Server.

Sr. Engineering Development Lead
May 2008 – December 2011
Microsoft (Bing - Travel), Austin, TX
- Directed the engineering and infrastructure operations for Bing Travel - Bing.com.
- Successfully scaled and supported over 20.5MM+ unique visitors.
- Supervised team of system engineers, datacenter managers, and vendors within Auto-pilot (aka Azure)
- Oversaw the architecture of 1,300 servers powering the web and business logic tiers, and Oracle/MySQL databases.
- Accountable for application refactoring efforts to reduce COGS by improving server utilizations and reliability goals, meeting 99.999.
- Designed and supervised release management processes, improving efficiency and reducing time to mitigate and recovery events.

Director of Engineering Operations and Principal Infrastructure Architect
November 2004 – May 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
July 2003 – Oct 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), providing integration and support services.
- Champion and liaison for the Enterprise Change Management (CM) Governing Board and key contributor
- 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

Lead Systems Engineer
1999 – 2001
InfoSpace, Bellevue, WA (acquired Go2Net in 2000)

Education/Certifications

Western Governors University
2017 – Present
BS in Business IT Management (in progress)

IBM Enterprise Design Thinking Practitioner
2017
https://www.youracclaim.com/badges/78f890e2-92f5-4d15-9e83-6178025f18d3

IBM Mentor
2018
https://www.youracclaim.com/badges/52f60a85-4fc9-468c-86f2-95c79701a6fc

Binghamton University
1994 – 1997
Chemistry and Philosophy (partial coursework)