

Anthony Farson

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Professional Profile

A Leader with a record of accomplishment building and mentoring incredible teams. My key to success lies in understanding the differences between management and leadership. I manage organizations, systems, services, initiatives, problems, and expectations. I lead people through seven principles to leadership:

1. Be a servant leader
2. Set the example
3. People are my greatest asset, and the linchpin to success
4. Hire good character and train skill
5. Know your blind spots and fill them with experts
6. Empower, equip, and foster ownership
7. Lead from the front and get in the trenches regularly

I grow future leaders and build a legacy of success and excellence.

As an organically grown IT professional who's worked in virtually every capacity in the industry from help desk, to consulting, infrastructure/data center design/management, and most importantly, IT service management. I get IT and am keyed into industry standards and dedicated to doing what is best for the customer and the organization. I do this by applying critical thinking and common sense acquired in my years as Hospital Corpsman in the United States Navy, and my years in the private sector. My goal is delivering streamlined, simplified IT as a service to those I support both within and without the organization.

Skill Highlights

- Impeccable presentation and communication expertise
- IT Service Management
- Strategic Planning & Execution
- IT Operations Management
- Client Relationship Management
- Policy & Planning Major Incident Management
- KRI/KPI/Reporting
- Change Management
- Virtualization and Storage
- Business Continuity & Disaster Recovery
- System Design/Architecture
- Data Center Management
- Data Center Discovery and Migration

Key Accomplishments

Discovery, Dependency Mapping & Migration Standardization

- Worked with existing engineers who had divergent and complicated individual methodologies to formulate a standard group of deliverables for pre-sales, post-sales, remote support, dependency mapping, migration planning and execution.
- Worked with developers to create an automated data collation model that allowed for consistent, predictable data collection and documentation.
- Developed team standards for toolsets, virtual appliance development and delivery and produced policy and procedure documentation in keeping with audit standards.

Major Incident Management Program Creation & Implementation

- Define process and roles for 2,000-person global IT department
- Created training and collateral
- Establish KPI, and created reporting parameters
- Created incident review process and formed incident oversight board

Results: Increased detection, reporting, communication, and resolution of major incidents by 43%.

SAP Support Infrastructure Implementation and Migration

- Interviewed business partners to develop support content
- Drafted new support procedures/FAQs and trained trainers to facilitate training to technicians across the globe
- Led a 55-person international team of support professionals across help desk, logistics, and asset management functional groups

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Results: Maintained 95% effectiveness of service levels meeting projected performance goals. Increased first contact resolution rate by 14%.

Policy & Procedures, Staff Training & Orientation

- Created policy and procedure manual for service desk, and network operations/infrastructure management teams
- Operationalized all common tasks with written and video instructions to enable easy fulfillment of regular tasks
- Standardized service delivery across technicians and engineers

Results: Reduce new-hire orientation time by 50%, increased customer satisfaction by 18%.

Data Center Update & Virtualization

- Virtualized 48 physical servers at both US datacenters
- Installed new SANs and successfully migrated PROD data with zero down time and no data loss
- Installed and configured new virtual hosts

Results: This enabled the global IT department to adopt a lean profile and reduced the system sprawl by 65%, virtualizing 98% of the infrastructure, reducing overall IT support costs by 46% over three years and saving \$170K in energy costs annually.

Active Directory Refresh & Consolidation

- Designed, planned and implemented a new domain structure rolled out across the global enterprise
- Created new group policies, configured delegations and sites.
- Setup change control policies, procedures and tools for Active Directory

Results: This project reduced domains from 8 to 1 and reduced domain controller sprawl from 38 to 18 globally. Implemented policies and procedures for quarterly audit of AD account maintenance, security, and SOX compliance checks to ensure internal and external audit readiness.

User Self-Service Portfolio and Service Desk Design, Implementation, and Management

- Developed baseline and customized Service Level Agreements with customers and designed the service desk software and team around those support expectations.
- Implemented password reset / account unlock features
- Created on-demand performance testing and automated remediation
- Automated on-demand virus scanning through service request generation

Results: Reduced case count for targeted support types by 32%, improved service delivery times by 18%, customer satisfaction increase by 12%.

Network Refresh

- Created 10 new VLANs across North America
- Configured IPAM system to track and document IP assignments in all environments
- Setup centralized wireless network across all North American facilities

Infrastructure / Application Monitoring & Alerting

- Researched, identified, designed, and implemented the managed services products into our existing consultancy Using LabTech Software.
- Configured business continuity/disaster recovery for all client environments
- Configured custom monitoring/alerting of hardware and software
- Configured automated scripting to remediate common issues on both server and client sides systems
- Configured automatic updating and patch management

Results: Successfully delivered all advertised services to over 200 small/medium business customers spanning 1,000 servers, and 25,000 endpoints. Increased customer satisfaction by 32%.

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Professional Experience

04/2015 – Current Premier Services Consultant, Secure-24 Inc.

A multi-million-dollar managed services and hosting company focused on large enterprise outsourced datacenter and management.

- Ran discovery and migration projects for multi-million-dollar accounts.
- Successfully migrated thousands of servers using products like Zerto and SAN snapmirror.
- Standardized service delivery methodologies to create repeatable and predictable data sets and deliverables.
- Created policy and procedure documentation in keeping with audit standards for new hire orientation, tools implantation and uses, and documentation and report standards.

12/2014 – 04/2015 IT Manager, Service Desk, Broadcom Corporation

A 50B dollar, Fortune 500 company, Broadcom provides the industry's broadest portfolio of state-of-the-art system-on-a-chip (SoC) solutions.

- Managed a \$9M vendor contract
- Successfully lead 50 support professionals globally across help desk, service desk, logistics and inventory control. These professionals processed 35,000 support cases per month. Worked with each area supervisor to streamline and improve process and service delivery across all disciplines.
- In collaboration with key stakeholders throughout the organization, designed, staffed, executed, and managed an Engineering Lab Equipment Depot program to make used equipment available to labs in the US, India, and Europe saving \$500,000 in the first quarter of 2015.
- Headed up the IT department's Major Incident Response program. Collaborated with key IT leadership, and stakeholders to create policy and procedures, sourced and implemented Incident Response software, and "off-grid" communications systems, and established a cross-organization Incident Oversight Board (IOB) to lead the program, review incidents to identify successes and failures, and enabled ongoing quality improvement in the program.
- Successfully guided the Support Services team through an ERP transition from Oracle to SAP while maintaining all SLAs.
- Established KPI, real-time KPI reporting dashboard, weekly, monthly, and quarterly reporting criteria to evaluate performance, and take corrective action on all identified gaps resulting in a 26% improvement to response times and customer satisfaction.
- Created a quarterly MVP program to recognize high achievers in the support services organization.

Reason for Leaving: Broadcom was acquired; all US IT positions phased out.

3/2014 – 12/2014 Service Delivery Manager, CPI Solutions Inc.

CPI Solutions is a leading Technology Consulting, Outsourced IT, Application Development and Video Conferencing Company. CPI was recently recognized by Inc. Magazine and the San Fernando Valley Business Journal as one of the fastest growing technology companies

- Wrote and successfully implemented new policy and procedures at the service desk, and network operations centers resulting in a 25% staff utilization improvement with no attrition.
- Directly supervised 23 support professionals, successfully interviewed, and reassigned 18% of them to better roles in the organization.
- Personally handled all job openings, interviews, tests, and onboarding, as well as implementing performance improvement plans, and staff terminations when necessary.
- Negotiated new SLAs with all customers, established new OLA's with key stakeholders to ensure prompt execution of promised services to mutual customers. This resulted in a 36.5% improvement in customer satisfaction over five months.
- Implemented new Infrastructure Monitoring & Alerting system, KPI reporting, and dashboard systems to measure and take action on performance.
- Established staff training material that was adopted into other areas of the business due to ease of use and success with my direct reports.

Reason for Leaving: After stabilizing and operationalizing service delivery, the opportunity for strategic planning, and growth was not available in a company this small. I accepted a better opportunity.

3/2012 – 3/2014 IT Manager, Infrastructure and Data Centers ABB (formerly Power-One Inc)

ABB is a \$40B Global Fortune 500 Power and Automation technologies company, providing a broad range of products and solutions to improve performance and reduce environmental impact for its customers.

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- Responsible for North American Active Directory, Exchange, and SharePoint/SQL management, as well as daily administration through leadership of US based team.
- Successfully reconfigured the on-premise data center including triple redundancy power and environmental systems.
- Supported 2000-person user community through 5-person service desk team. Created SLAs, and OLAs, and developed KPI, and metrics to measure performance against established guidelines.
- Virtualized 36 servers, decommissioned 54 servers, and removed 60% of hardware resulting in a 22% savings in annual electrical consumption.
- Phased out aging HP MSA SANs, for LeftHand/3PAR, and DROBO SANs.
- Successfully managed a project to implement a global self-service portal, resulting in 18% reduction in support cases flowing through the desk, and 23% increase in customer satisfaction across the US.
- Successfully managed a global active directory refresh project resulting in a 19% reduction in server sprawl worldwide and \$110K annually in service contracts, and reduced domains from 5-to-1. This project also included a third-party AD management layer implementation allowing for easier delegation and rollback options without full AD recovery.
- Created and implemented disaster recovery plan that included site-to-site replication, and failover capabilities for core infrastructure systems.

Reason for Leaving: Power-One was acquired by ABB, and my position was moved out of the country.

12/2010 – 3/2012 Service Desk Team Lead, inhouseIT Inc.

inhouseIT is the number one provider of IT solutions & services in Orange County for small and medium-sized businesses.

- Led 12 support professionals in support of 2000+ user environment.
- Optimized case handling and user support procedures resulting in a 26% customer satisfaction increase.
- Established new hire orientation resulting in faster acclimation to support environment with reduced mistakes and support failures.
- Worked with key business partners to develop OLA's across the company.
- Established environment documentation standards to improve documentation of customer environment which aided in standardized service delivery across all disciplines.

Reason for Leaving: Management change, adverse changes to the job, culture, and team.

12/2008 – 8/2010 Volunteer IT Manager, Escuela Caribe (Dominican Republic)

Escuela Caribe was non-profit school for troubled teens focused on rehabilitation through rural living.

- Replaced aging Suse Linux / Novell server environment with a fully virtualized Windows Server environment that included Active Directory, Exchange, and Lync.
- Created and implemented a hybrid backup/disaster recovery plan involving traditional backup media, and cloud-based services.
- Setup new network with isolated vLANs for staff and student systems.
- Developed computer and technology curriculum, and taught students computer and networking fundamentals.

Reason for Leaving: This was a temporary volunteer opportunity.

12/2005 – 12/2008 IT Manager, Cox Computer Service

Cox Computer Service was a professional service, and IT consulting firm.

- Built a ground-up service desk, and remote monitoring and management system to support 500 servers and 5,000 users across 200 customers.
- Established SLA's with clients to ensure successful delivery of services.
- Interviewed, hired, trained, and supervised 10 support professionals.
- Established policy and procedure for providing both remote and onsite support.
- Implemented hundreds of active directory solutions, migrations from Novell to Windows, and Exchange systems during my time here.
- Designed and implemented backup/disaster recovery systems for 30 major projects.

Reason for Leaving: Company went out of business during the Great Depression.

03/2004 – 12/2005 Senior IT Infrastructure Consultant, Cox Computer Service

- Mentored junior team members in proper execution of support to clients both remotely and during onsite visits.

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- Primary project engineer for Active Director, Exchange, SQL, and SharePoint deployments, as well as ongoing support technician for 20 clients totally 136 servers, and over 2000 end-users. Completed 78 new deployments, or upgrades during my time in this role.

05/2002 – 03/2004 Field Engineer, Cox Computer Service

Field engineer supporting 250 clients across the Inland Empire and desert communities. Handled common break/fix issues, desktop support, and some server-side support.

Military Service

10/1996 – 02/2002 Hospital Corpsman, United States Navy

- Honorably discharged after six years of good service both abroad and in the United States.
- Leading Petty Officer for 75 junior enlisted personnel responsible for logistics, inventory, and staff supervision.
- Awarded 3 letters of commendation, 2 early promotions, and 15 service excellence awards.
- Awarded Sailor of the Quarter Q3, 1998

Education

- GED Hesperia School District, Hesperia California
- Graduated with Honors Naval Technical School, Naval Training Center Illinois.
- Bachelors of Science in Business Administration, senior year, honor roll University of Phoenix (**Est. Graduation 2020**). 3.8 GPA, **inducted into National Society of Colligate Scholars.**

Awards & Honors

National Society of Collegiate Scholars

Achieved National Society of Collegiate Scholars for maintaining a 3.8 GPA.

The National Society of Collegiate Scholars (NSCS) is an invitation only honors organization that recognizes and elevates high achievers. NSCS provides career and graduate school connections, leadership and service opportunities and gives out a million dollars in scholarships annually. NSCS members are deeply committed to scholarship, leadership and service and as a result, are impacting their campus and local communities every day.

1st Letter of Commendation

Capt. Robert Volpe, Commander USS Mobile Bay, United States Navy awarded SN Anthony Farson a letter of commendation for excellence in service while forward deployed in the 7th Fleet.

Jr. Sailor of the Quarter

Capt. Robert Volpe, Commander USS Mobile Bay, United States Navy awarded SN Anthony Farson the Junior Sailor of the Quarter recognizing exemplary service above and beyond the call of duty, and for his efforts in attaining shipboard battle readiness (EEE), and the coveted Green H award for shipboard medical readiness.

2nd Letter of Commendation

Capt. John Rogers, Commander USS Mobile Bay, United States Navy awarded SN Anthony Farson a letter of commendation for excellence in service and educational achievement while forward deployed in the 7th Fleet.

3rd Letter of Commendation

Commander Naval Hospital Corpsman Training Center awarded Anthony Farson a letter of commendation for leadership and education achievement during training. Graduated with honors.

Outstanding Service Awards

Naval Hospital San Diego. Received 10 outstanding service awards for patient care in a hospital setting.