

CEDRIC PERSAUD

U.S. Citizen

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SUMMARY OF EXPERIENCE

- Motivated professional with numerous years of experience managing distributed IT systems in the enterprise.
- An effective leader with over 15 years of supervisory experience, skilled in enlisting the support of all teams in aligning with IT project and organizational goals.
- Highly organized and efficient in fast-paced environment. Experienced working under deadlines and prioritizing multiple projects simultaneously. Deliver and promote high quality and innovative IT products and services.

PROFESSIONAL EXPERIENCE

Verizon, Silver Spring, MD
Senior IT Manager

7/20/98 - Present

Lead a team of technical staff responsible for systems engineering, security, and technical support in the enterprise and Cloud. Provide production support for numerous mission-critical systems running on UNIX/Linux/Windows platforms. Execute and project manage a wide variety of IT initiatives through effective leadership supporting Verizon's mission goals in a fast-paced environment such as planning and implementing public Cloud migrations using AWS and Oracle Cloud (OCI), systems optimization, and developing IT modernization plans to improve the business for customers.

- Oversee day-to-day operations of critical IT systems in the enterprise and Cloud by ensuring they are functioning efficiently and customer interruptions to the business are resolved in a timely manner. Perform Change and Release Management functions. Assign work, mentor/coach, provide guidance, and evaluate work of contractors and staff.
- Responsible for IT incident and problem management including root cause analysis. Ensure customer service level agreements (SLA) meet established criteria and customer issues are immediately addressed, and work closely with vendors, engineers, and application developers to resolve complex IT problems.
- Project manage the migration of on premises enterprise IT systems to Cloud using AWS and Oracle Cloud. Ensure technical issues are resolved, milestones and delivery dates are met, automation configured, and disaster recovery implemented.
- Support developers by providing application maintenance services to ensure applications run without exceptions. Implement and improve application business resiliency and application level monitoring using DevOps. Deploy ELK Logstash (open source) on key applications for log analysis, security forensics, and data visualization.
- Review and develop IT security practices and processes to remediate security vulnerabilities to minimize IT risk.
- Work with our business partners and internal teams to deploy, maintain and optimize the use of technology in complex enterprise IT environments in order to solve customer problems.
- Oversaw application design and development utilizing software development life-cycle (SDLC) for major productivity and customer initiatives such as data dashboards and self-service web applications.
- Improved customer response time by 40% on a major application by conducting customer site visits, identifying system "bottlenecks," and driving IT improvements.
- Project managed major program to transition IT operational functions and hundreds of applications in order to gain IT savings. Hired resources, implemented business & funding requirements, addressed security/compliance issues, and worked across external teams to complete project on time and within budget.
- Spearheaded effort to automate and streamline manual application processing for a major billing system resulting in the automation of 90% of the tasks as well as improved customer satisfaction.
- Developed and implemented a company-wide certification methodology (QA) for IT systems deployments, which improved systems availability and operations support by 50%.
- 2007 – 2015: Managed the application workload automation organization along with numerous staff responsible for administering, programming, engineering, and supporting dSeries/ESP software in the enterprise for hundreds of open systems applications.
- 2001 – 2003: Supervised a team of Oracle & Sybase DBAs managing mission-critical UNIX applications.
- Received a patent at Verizon for an enterprise-wide software quality assurance tool.

PwC (PriceWaterhouseCoopers) LLP, Falls Church, VA.
Management Consultant/Programmer

10/1/97 – 7/1/98

- Interacted with fortune 500 clients such as Marriott and Microsoft to solve their IT problems by understanding their challenges, reviewing their business processes, and recommending IT solutions to improve their business.
- Analyzed and assessed IT infrastructure, software, and systems such as Point of Sale (POS) in order to recommend the right technologies for clients.
- Traveled to client sites to configure, test, and troubleshoot UNIX and Windows servers in order to integrate them into the client’s network. Wrote comprehensive technical documentation for clients.
- Worked on a large scale IT project - responsible for designing and developing a client/server web application using Java on UNIX (Solaris). Coded the back-end application using Java on Solaris.

Federal Reserve Board, Washington, DC.
Systems Analyst

8/8/94 – 9/24/97

- Performed software development and technical support for financial, banking, and regulatory customers.
- Developed and supported forecasting software on UNIX to allow economists to better utilize economic data.
- Led the design and development of an effective and useful web application allowing users to submit training requests online using HTML forms, Perl, Internet search technology, and SMTP.
- Ported applications associated with a 4GL database (called FAME) to a newer version of SunOS UNIX.
- Installed, configured, and maintained Netscape Enterprise web servers on Compaq NT systems.
- Evaluated and recommended vendor solutions and infrastructure systems related to Windows and UNIX servers.
- Troubleshot and resolved end-user database and network connectivity issues on UNIX systems.
- Conducted meetings with customers to assess, gather, and implement their specific IT requirements.

Boeing, Vienna, VA.
Programmer Analyst

8/1/93 – 8/2/94

Supported the federal government’s Army Reserve project (RCAS) – a nationwide x.500 secure email communications system. Provided UNIX systems administration for a large 3-tier secure application. Specialized in the UNIX operating system with focus on systems administration and TCP/IP networks. Major responsibilities included designing, developing and implementing solutions to administer and support UNIX servers in staging and production. Wrote KornShell scripts to configure and auto install software on UNIX servers.

EDUCATION

Bachelor of Science in Computer Science (1993)	University of Maryland, College Park
Executive Leadership Certificate (2016)	Cornell University
ITIL v3 Foundation Certified (2016)	Wake Technical Community College
Amazon Web Services – Cloud Migration and Architecture (2016)	Verizon
Security Fundamentals and Life Cycle	Verizon

COMPUTER PROFICIENCIES

Software and Languages: C Language, Perl, HTML, SQL, KornShell, TCP/IP, Java, SQL, CA Enterprise Scheduling Package (ESP), CA dSeries Workload Automation, proficient in Microsoft Office programs (Word, Excel, PowerPoint, Outlook), Amazon Web Services (AWS), Google Cloud (G Suite).

Hardware and Operating Systems: IBM AIX, Cisco Network Devices, Sun OS, Sun Solaris, Sys V. UNIX, Windows, Microsoft technologies, Sun E10K, HP-UX, VMware, Linux (Redhat).

PROFESSIONAL AFFILIATIONS

Association for Computing Machinery (ACM)	Member
Meetup.com – Artificial Intelligence (AI)	Founder/Host