

# PAUL F BERGETZ

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## PROFESIONAL SUMMARY

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- 38 Years' experience running an IT business with a staff of 22 support professionals, handling all facets of project management including demonstrations for management, initial sales follow through, client vendor meetings, final installations, follow up documentation, support and service level agreements
- Experienced Technical Program Manager in disciplines such as Data Warehouse, Data Migration, Data Center Architecture , Network and Server Infrastructure
- Expert in analyzing and resolving hardware and system problems with 38 years designing and deploying EIA Rack systems in the audio, video and data industries.
- 17 years of working with all types of virtual environments from Microsoft, Citrix, Oracle and VMWare
- Planned disaster recovery projects that tied all critical corporate and user data into five levels of data security including D2D, high capacity tape, snapshots, imaging, off site operations and backup circuits.
- Skilled in designing and presenting technical presentations for sales, training and management.
- 41 years of experience managing vendors
- Over 38 years of managing and training teams

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## PROFESSIONAL EXPERIENCE

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### **Technical Project Manager:** Data Center Migration - Infrastructure Engineering Design

Jan 2014 - Current

**AbbVie.** IL

- Currently managing addition of EMC DD7200 environment in Abbvie offsite data center for TERADATA DR purpose
- Managed new infrastructure and installation of TERADATA Hadoop appliance
- Lead two year program managing the migration of 10 TERADATA data warehouse and EMC backup appliance racks to a new data center. All facets of physical infrastructure work was managed and completely documented by me. This migration consisted of relocation of eight 2500 and 2600 series appliance racks and the first installation of the new 2800 series data warehouse appliances in the country
- Recent projects include Unix/Linux and Windows server infrastructure builds and migrations running VMWare, Citrix, Oracle ODA and SQL
- Recent application projects include Model N, Qlikview and Cognos.
- Migrating to new EMC enterprise storage system

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- Data center relocation projects
- Extensive work with data center and vendor teams

**Technical Project Manager:** Global Infrastructure Services - Infrastructure Engineering  
May 2011 – Jan 2014

## **Abbott Laboratories.** IL

- Currently managing 20-30 infrastructure projects concurrently ranging from 50k to 6 million
- Managed projects containing Unix/Linux and Windows server infrastructure running VMWare, Citrix and Oracle RAC
- Managed data warehouse projects related to TERADATA
- Extensive work with data center teams
- Numerous application and database migrations
- Managed application projects for Model N, Qlikview, Cognos.
- Experience with storage system projects using SAN and NAS by Hitachi, HP and NetApp.
- Conduct daily meetings with Open Systems engineers, Database engineers and Stakeholders
- Follow Abbott's Project Management processes and methodologies based on SDLC guidelines.
- Resolve issues and mitigate risks keeping timeline on critical path
- Created Project plan and scope using MS Project Server
- Create project documentation and diagrams using Microsoft Office, Project and Visio
- Developed project management plan and related documents.
- Defined and scheduled deliverables, activities and milestones to ensure accountabilities were clear to team members and business customers.

## **Project Manager / Infrastructure Documentation / Consultant**

**HOME NATIONAL BANK.** AZ, KS and OK

July 2006 – July 2010

- Phase 1 – Design, deploy and manage visual layer 2/3 network management and documentation system for 25 office bank infrastructure.
- Phase 2 Windows 7 Deployment/Migration

Project ended 10/31/2010 FDIC took over bank due to failure.

- Facilitated team meetings, and created and distributed minutes of meetings to relevant stakeholders.
- Performed risk management by quantitative and qualitative risk analysis.
- Coordinated and managed activities / schedule between various Project teams.
- Created status reporting channels for regular meetings with engineers and stakeholders.
- Ensured project requirements were defined, understood by all project teams and stakeholders.
- Created end to end Infrastructure documentation.
- Maintained project status report using MS suite.

### **PHASE 1**

- Manage team of data collectors who noted wall port locations and wire termination paths to the switch port from the resources per project plan. This data was noted on printed floor plans and spreadsheets for import into SQL
- Project included scanning paper floor plans into raster files and converting into vector based cad drawings which were used as a visual background in system
- Accumulate datasets from each site and transfer into SQL tables by resource type (server, switch, desktop etc) All tables were then linked to graphic objects with underlying data fields giving complete

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information to the viewer (such as service contact, phone numbers, serial numbers and complete configurations)

- The objects representing the resources were then linked via special graphic objects representing the resource, wall port, switch, patch bay and any other devices including connecting cables from end to end. This allowed the viewer to trace and or troubleshoot the infrastructure end to end by drilling down on the object in question while seeing a visual representation.
- Took part in deployment of Tandberg Video Conferencing systems running on a shared IP network and consolidation of 150 physical servers to 10 VMware servers. My role was to see that all design criteria and vendor information was in the visual documentation system project I was managing. This was used for future support and training of the staff (or vendors).
- Followed best practices aligning and correcting plan to accommodate results of IT Risk Assessment and FFIEC Audit Report.

## PHASE 2

- Begin deployment/migration plan to Windows 7 physical desktops for power users or virtual desktops for users who needed a more limited application suite. In the simplest form just a single application was made available for certain user types...
- The long term goal was to transform all users to Windows 7 in either a physical or virtual deployment that met each user's application requirements. Secondly to achieve as close to "0" maintenance model using minimal existing hardware or new thin clients.

## Infrastructure Project Manager - Consultant

**EXECUTIVE SERVICES** AZ

April 2006 – Dec 2009

Project included converting existing infrastructure into several consolidated server side terminal service Application servers, create procedures for client side operation and automate application distribution to Client desktops.

- Consolidation of small data center from four racks to one for a charter airline using virtual product...

## Infrastructure Project Manager – Security Consultant

**HENRY LEE & COMPANY** IL

Nov 2003 – Jan 2006

Project included finding a major security problem and then following up with a complete security audit and a plan to keep up with good practices.

- Deployed and maintained servers to monitor and manage all facets of infrastructure including imaging, mail re-scan, process control and disk to disk backup.
- Plan new infrastructure for move to new facility

## Infrastructure Project Manager – Data Center Consultant

**SIMON MARKETING INC.** IL

Jan 1996 – Feb 2002

- Design new data center aligning business processes with technology. Setup remote management of their infrastructure based on findings. Setup UNIX, Mac and Windows environment for a creative services company servicing McDonalds and Chevron with four offices and 500 + employees.
- Designed a special Video Conferencing system to allow our creative department to communicate directly with McDonalds and Chevron on fulfillment projects. This system was run on its own proprietary network. Managed the install and setup all the SGI CAD/CAM, Apple creative and Windows systems on this communication network. I also setup a special call center for McDonalds in store questioners. Data was scanned into database and the customer called and interviewed

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randomly. All the calls were recorded digitally on a special DAT system and transferred to the client nightly.

- Responsible for designing, presenting, implementing and managing infrastructure technology for multiple locations. Developed and ensured all standards adhered to software versions, hardware standards, network standards and management standards. Worked with vendors and clients to maximize cost savings. Continually worked with corporate departments to help align technology with their business processes to reduce corporate operating costs using Unix (SGI), Macintosh and Windows based systems. ( Simon was primary premium agency for McDonald's)
- Managed new data center project consisting of 2 Linux DNS/SMTP servers, 50 NT servers for files and applications service, 60 Intel switches, 3 Cisco routers and multiple wiring closets deployed within an 80,000 square foot complex using 1-gigabit copper and fiber backbone. Supervised contractors in installation and managed team of 10 installers over 4-month period.
- Managed relocation project consolidating ISP facilities and existing data center into new location over a 3-day time slot with less than 12 hours of service interruption.
- Developed standards for LAN, Wan and hardware proof of performance testing. Implementing this on a regular test cycle resulted in (A) recovery of 2/3 of the bandwidth on one T1 channel caused by dishonest provisioning of circuit and (B) reduction in server purchases because of enterprise wide load balancing. Created standards, designed, implemented and remotely managed a 500 user NT, Mac and SGI multiple office network. Services included SMTP and Notes e-mail, monitored Internet access using eTrust, remote access for NT and Notes, NT Terminal Services, Windows 2000 VPN access to files, web based CRM system, "Disk to Disk" backup, Wireless 802.11, video conferencing and telephony services via T1 lines between offices.
- Established standards for security procedures and policies for EIM (employee internet management), password auditing and asset tracking.
- Setup web enabled central documentation system to store all IT related tasks, specifications, designs and research in multiple media formats.
- Created standards, designed and implemented media services including audio, video, animation and online presentation using dedicated and internet channel between offices and client site.
- Reduced human resource costs by \$200K per year by designing and implementing hardware and software standards for remote management and monitoring of servers using Lanware NMS, SNMP, eTrust Intrusion Detection, scripted scheduling and custom "Disk to Disk" backup system for improved data security and availability in an emergency.
- Created, tested and developed imaging standards for complex (100 application +) multiprocessor design workstations and servers in an NT/W2K environment saving over \$100K per year in hardware support costs.
- IT/IS budget management expertise controlling \$1+ million per year. Develop TCO and ROI strategies

## **Infrastructure Project Manager – Consultant**

**EAGLE BELTING COMPANY** IL

Jan 1995 – Oct 2002

- Responsible for presenting, implementing and managing information systems technology.
- Converted from NOVELL to Windows servers and desktops
- Developed hardware and software standards for conversion from COBOL based Control Data terminal system to Windows NT. Worked with COBOL programmer to insure transition was seamless.
- Created and deployed workstation and server images.
- Implemented and continue to maintain remote monitoring of facility since this is a zero IT staff environment with 25 networked resources. (Eagle was small manufacturer of special belting)

## **VICE PRESIDENT OF TECHNOLOGY Computer Aided Design VAR**

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## **CADPRO CHICAGO & CONCURRENT TECHNOLOGIES** IL 1983 -1995

- Founder of two companies servicing the four state area with respect to sales, training and support of Cadkey and Euclid design software in a UNIX and Windows environment. Hired and managed staff of 22 people in 2 locations with respect to administrative, training, end user presentation and support skills. Created the first dealer training and support network. Designed and managed installation of 100 networks based on TCPIP, IPX and Netbios protocols. Designed and managed creation of custom help desk software system to manage, support and service 500+ clients. Managed development of numerous Windows based database systems for Amoco, Temple Farms and many of our CAD clients.
- Designed, implemented and developed a sales and support organization servicing the CAD/CAM market in the tri-state area including twenty sales and support representatives servicing 1200+ customers.

## **Product Design Time Study/Time Keeping Software**

### **Time and Material Systems** IL 1981-1985

- Designed and lead small staff of programmers in creation of time study / keeping system based on hardened Apple II systems. Deployed in several beta test sites from 5 to100 users receiving excellent user/management feedback. Abandoned project because of lack of venture capital.

## **PRESIDENT Manufacturer of Audio Video Production Enclosures**

### **PFBConcepts** IL 1972-1984

Designed, manufactured and installed enclosure systems for audio/video production studios in the Midwest under the name of "System 1000". These systems put our clients in control of their studio environments by providing a human engineered design that:

- Increased operator productivity
- Expanded with their system needs
- Created a professional working atmosphere for clients and their customers
- Customers included: Leo Burnett, Prudential Insurance, Combined Insurance, Pratt and Whitney, NEC Broadcast, Victor Duncan, Peoples Gas, CBS and Edital.
- In 1984 I worked with NEC broadcast on the first Video conferencing systems that were at various locations and time shared. These used a type of line by line Color FAX transmission (slow by today's standards though quite good back then).

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## **EDUCATION / TRAINING / CERTIFICATIONS**

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2002-2011	<b>Online Training</b>	Various New Technologies
1996-2002	<b>+ Exams Self Tested</b>	Security+, Network+, Server+ and A+
1998	<b>Cisco</b>	Router and network training
1991-1992	<b>Silicon Graphics</b>	IRIX Operating System and entry systems training
1990-1993	<b>Euclid (Matra Datavison)</b>	Solid and Surface Modeling Training
19810-1990	<b>Aries</b>	Mechanical Solid Modeling Training
	<b>US Government</b>	Tool Design and Engineering - Certified
	<b>Bradley University</b>	Mechanical Design and Engineering

A=Skill Level (1-6, 6=expert) or (Y or N), B= # of years used, C=Month/Year last used/performed

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A	B	C		A	B	C	
4	8	04/16	Windows XP	3	8	04/16	MS Office 98, 2000, 2003, 20010, 2010
5	10	04/16	Windows 2000	5	14	04/16	Adobe Photoshop / Premiere / Acrobat
5	10	04/16	Windows Srv /2000/2003/2008	4	6	04/16	MS Project and Project Server 20010 2010
5	3	04/16	Windows 10, 8 Workstations	5	14	04/16	Flow Chart, Matrix Charts, GAP Analysis
4	10	04/16	Windows Terminal Server	5	14	04/16	SDLC PM Methodologies
4	6	1/02	Windows 98, 95 and 3.1	5	9	04/16	NetViz, Vislo
3	2	12/10	Adobe Captivate 5.0 eTraining	4	10	04/16	Internet Explorer all versions
3	3	04/16	Windows Expression Web	4	8	04/16	Google Chrome Google Apps
5	15	04/06	DOS	5	14	04/16	VNC / Timbuktu / RDP
2	5	04/16	Linux – Redhat	5	10	04/16	Acronis / Ghost (master image creation)
2	8	04/16	Hyper V VMWare Virtual PC	5	12	04/16	TCP/IP DNS DHCP
2	5	12/98	Novell version: 3-4	5	14	04/16	Ethernet
4	110	04/16	Macintosh – OS version: All	5	14	04/16	ImageCast (creation / deployment)
4	12	04/06	Unix – IRIX SGI	3	10	04/16	SNMP
3	4	12/98	Sun Solaris	5	10	04/06	Lanware NMS SNMP
3	10	04/16	Citrix and XenServer GoToPC	5	10	04/06	ETrust Intrusion Detection
2	4	04/16	MS Sharepoint Sever	5	10	04/16	Veritas Backup Exec / Arcserve IT/Acronis
3	4	04/06	AS400	5	4	04/16	Network Security
4	10	04/06	Exceed X Windows	5	10	04/06	Hubs
4	9	04/06	Samba	4	17	04/16	VPN
4	12	04/06	NFS for SGI	4	17	04/16	Routers
5	12	04/16	Scripting	5	17	04/16	Switches
3	5	04/06	Cold Fusion	5	17	04/16	Data Security Firewalls IDS
4	8	04/16	HTML	5	15	04/16	PC Hardware Repair
5	14	04/16	IIS Webserver	5	17	04/16	OS/Software configuration
5	18	04/16	Vendor negotiations	5	17	04/16	Disk to Disk backup / replication
5	18	04/16	Team Management	5	6	04/06	LAN Administrator
5	18	04/16	Outside Consultant	3	3	04/16	Wireless 802.11 Technology
5	18	04/16	Group Presentations	4	4	04/06	WAN Infrastructure
2	2	10/10	EMC Storage systems	5	5	04/16	Project Mgmt., team size: 50
4	5	04/16	MS SQL Server	5	12	04/16	Network Design (NetViz)
4	10	04/16	MS Access	5	10	06/01	Tef 20 AUDIO ANALYSIS
4	10	04/16	SAN / NAS / Teradata	4	10	04/06	ProTools
				5	13	04/16	Cakewalk Sonar
4	4	12/00	Lotus Notes Server	5	4	04/16	Cool Edit Pro Audition
4	6	04/06	Cold Fusion Server	5	6	04/16	Spectra Plus

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3	1	10/00	CRM Packages:	5	25	04/16	<i>Cadkey</i> <i>CAD / DESIGN</i>
			MRP Packages:	5	15	04/06	Euclid
				2	5	12/00	Pro Engineer
4	4	04/06	ERP Packages: (custom COBOL product)	2	4	04/06	SolidWorks