## Infrastructure Delivery Integration Manager Staff Qualifications

| **INFRASTRUCTURE DELIVERY INTEGRATION MANAGER** | | | | | | | | | | |
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| **PART 1 – RÉSUMÉ** | | | | | | | | | | |
| Contractor | | Kyndryl | | | | | | | | |
| Candidate Name | | Joe Dale Briggs III | | | | | | | | |
| Position in the Company | | Director, Cloud Practice Specialist | | | | | Length of Time in Position | | 7 Months | |
| Project Position & Responsibilities | | Infrastructure Delivery Integration Manager   * Assist the Integration Delivery Office with driving the creation and execution of plans and processes to govern the CalSAWS environment. * Monitor effectiveness of Kyndryl delivery engineers * Monitor and clarify lines of delineation between Kyndryl and among CALSAWS contractors as needed. * Serve as the first entity to resolve disputes between Kyndryl and other CALSAWS contractors. * Proactively collaborate and coordinate with other CalSAWS contractors on delivery and operations. * Provide coordination services to confirm that Kyndryl and the various CalSAWS contractor team are aligned with Project goals, schedules, and strategic initiatives. * Coordinate the timing and entry/exit criteria associated with design, build, test and delivery across contractors when multiple parties are required to implement a change or add a capability. * Provide input to the development of the CalSAWS Master Work Plan and identify and resolve any conflicting Tasks, priorities and resources. * Provide input to discussions to determine SCR priorities with consideration of committee decisions. * Provide input to testing efforts. * Serve as the first point of contact to resolve disputes between and/or among contractors. * Provide reports and metrics regarding the effectiveness and timeliness of contractor interactions. * Communicate and report on Project matters on an ongoing basis. | | | | | | | | |
| Skills & Qualifications for Project Position | | 8 Years of experience driving:   * Cloud Migration and Modernization * Data migrations and transformation * Agile Methodologies * Executive Relationship Management * Technical Sales Solutioning * End to End Project Delivery Life Cycle * Technical Project Management * Product Ownership * Training and Field Enablement | | | | | | | | |
| **Relevant Experience (Add additional tables as needed)** | | | | | | | | | | |
| Project Title | Hotel Customer Reservation System Migration to AWS | | | | | | | | | |
| Position Title | Manager of the Project Management Office | | | | | | | | | |
| Begin Date | August 2016 | | | End Date | | September 2018 | | # of Months | | 25 |
| Scope and Description of Responsibility | Provided program management oversight and leadership to a 5 year, $70M project to establish the hotel industry’s first cloud native Customer Reservation System on AWS.   * Lead a team of 5 SkyTouch project managers and 8 Choice Hotel project managers to plan, monitor, deliver, and operate the cloud delivery program. * Served as the first contact for all technical risks and issues to the program. * Prepared and provided weekly executive briefing on technical progress throughout migration and operational SLA obtainment and incident management post migration. * Guided design conversations and conflict resolution conversations between technical delivery teams, consisting of multiple 3rd party vendors, SkyTouch engineers, and Choice Hotel engineers. * Coordinating Product Increment (PI) planning as part of a scaled agile framework * Administered JIRA and Confluence sites to ensure Agile delivery was robustly supported with an ecosystem of SDLC tooling and processes. * Responsible for budget tracking, cost controls, and approval of change requests * Responsible for facilitating weekly Change Advisory Board meetings for all changes into UAT and Production environments. * Responsible for ensuring all PCI and SOC audits were conducted annually along with the remediation of any identified issues. | | | | | | | | | |
| Skills Utilized and Experience Attained | * AWS infrastructure migration and operational best practices * Experience managing multiple unique technology teams and partners across a multiyear enterprise-wide program. * Deep understanding of the Scaled Agile project management framework at scale * Ability to track budgets across multiple desperate teams. * Executive presence and reporting best practices. * Software and Infrastructure change management best practices. | | | | | | | | | |
| **Relevant Experience (Add additional tables as needed)** | | | | | | | | | | |
| Project Title | Container Modernization on AWS | | | | | | | | | |
| Position Title | Sr. AWS Customer Solutions Manager | | | | | | | | | |
| Begin Date | July 2019 | | | End Date | | August 2021 | | # of Months | | 26 |
| Scope and Description of Responsibility | Lead AWS Professional Services and other Amazon subject matter experts through the delivery of a project to modernize UCLA’s legacy environment from Redhat RHEL to Docker Containers running on AWS Elastic Container Service (ECS).   * Leading AWS, AWS Partners, and Client engineers through a technical assessment of customer’s on-premises infrastructure and legacy application tier configurations. * Developing a migration plan and modernization approach. * Building 5-year business case to capture the costs and benefits of the project. * Execution of the project plan using both AWS Professional Services and the client’s application development and DBA teams. * Guiding team through project execution, providing regular updates to client and AWS senior stakeholders. * Post delivery guiding client’s operations team in cost optimization of AWS environment. | | | | | | | | | |
| Skills Utilized and Experience Attained | * Container architectural design and operational management best practices * Decomposition of Monolithic Architectures into Container Architecture best practices * DevOps development and operational support best practices * AWS native CICD tooling and design best practices for managed container services * Cloud operating model and team structure best practices for day 2 support teams | | | | | | | | | |
|  |  | | | | | | | | | |
| **Relevant Experience (Add additional tables as needed)** | | | | | | | | | | |
| Project Title | UCOP PeopleSoft Migration to AWS | | | | | | | | | |
| Position Title | AWS Customer Solutions Manager | | | | | | | | | |
| Begin Date | January 2020 | | | End Date | | February 2021 | | # of Months | | 13 |
| Scope and Description of Responsibility | Lead a diverse team consisting of multiple technology partners, AWS Account Solution Architects, and the Client’s Network, DBA, Security, and Application engineers through a migration of the UC System’s PeopleSoft solution from On-Premise to AWS cloud infrastructure.   * Drove creation of AWS project migration plans. * Aided UCOP engineers in redesinging and deploying their AWS Network infrastructure to support the migration. * Enabled coordination between clients engineer staff, partner’s AWS engineers, and numerous AWS provided specialists * Conducted daily coordination meetings with all engaged teams * Created and presented weekly and quarterly updates to customer and Amazon leaderships. * Developed post migration operating model with UCOP staff and AWS partner. | | | | | | | | | |
| Skills Utilized and Experience Attained | * AWS Networking best practices with the Transit Gate Service * Oracle Database on AWS RDS best practices * Best practices for monitoring 3rd party software license use across multiple shared AWS Accounts * Best practices for AWS billing reporting and charge back modeling * Best practices for reduction of AWS costs through infrastrucuture configuration optimization techniques | | | | | | | | | |
| **Education (add rows as needed)** | | | | | | | | | | |
| **Years** | **Course of Study** | | | **School** | | | | | | |
| 12/2010 | Bachelors of Science, Management Information Systems | | | University of Arizona, Eller College of Management | | | | | | |
| **Professional Certifications or Designations (add rows as needed)** | | | | | | | | | | |
| Certification or Designation | | | Organization | | Dates | | | | | |
| Project Management Professional (PMP) | | | Project Management Institute | | Issued Jul 2017 | | | | | |
| Amazon Web Services Solutions Architect Associate | | | Amazon | | Issued Jan 2021 | | | | | |
| AWS Certified Cloud Practitioner | | | Amazon | | Issued May 2019 | | | | | |

| **PART 2 – INFRASTRUCTURE DELIVERY INTEGRATION MANAGER MINIMUM QUALIFICATIONS TABLE** | | | |
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| Minimum Qualification I-S11 | A minimum of two (2) years of experience coordinating multidisciplinary teams over various functional and technical areas in a leadership capacity on Projects that involved large and complex IT systems. | | |
| **Project #1** | | | **Contact #1** |
| *Company Name: Amazon Web Services* | | | *Contact Name: Hector Felix* |
| *Project Name: Cloud Migration to AWS* | | | *Company Name: University of California, Los Angeles* |
| *Time Period: (July1st, 2019 – August 31st, 2021)* | | | *Phone Number: 310.825.6565* |
| *Percentage of Time: 60%* | | | *Email:* [*hfelix@it.ucla.edu*](mailto:hfelix@it.ucla.edu) |
| *Staff Role: AWS Customer Solution Manager* | | | |
| *Description of relevant experience:*  Lead AWS Professional Services and other Amazon subject matter experts through the delivery of a project to modernize UCLA’s legacy environment from Redhat RHEL to Docker Containers running on AWS Elastic Container Service (ECS).   * Leading AWS, AWS Partners, and Client engineers through a technical assessment of customer’s on-premises infrastructure and legacy application tier configurations. * Developing a migration plan and modernization approach. * Building 5-year business case to capture the costs and benefits of the project. * Execution of the project plan using both AWS Professional Services and the client’s application development and DBA teams. * Guiding team through project execution, providing regular updates to client and AWS senior stakeholders.   Post delivery guiding client’s operations team in cost optimization of AWS environment. | | | |
| **Project #2** | | | **Contact #2** |
| *Company Name: Amazon Web Services* | | | *Contact Name: Kari Robertson* |
| *Project Name: Peoplesoft Migration to AWS* | | | *Company Name: University of California, Office of the President* |
| *Time Period: (January,10th, 2020 – February, 28th , 2021)* | | | *Phone Number:* |
| *Percentage of Time: 40%* | | | *Email:* [*Kari.Robertson@ucop.edu*](mailto:Kari.Robertson@ucop.edu) |
| *Staff Role: AWS Customer Solution Manager* | | | |
| *Description of relevant experience:*  Lead a diverse team consisting of multiple technology partners, AWS Account Solution Architects, and the Client’s Network, DBA, Security, and Application engineers through a migration of the UC System’s PeopleSoft solution from On-Premise to AWS cloud infrastructure.   * Drove creation of AWS project migration plans. * Aided UCOP engineers in redesinging and deploying their AWS Network infrastructure to support the migration. * Enabled coordination between clients engineer staff, partner’s AWS engineers, and numerous AWS provided specialists * Conducted daily coordination meetings with all engaged teams * Created and presented weekly and quarterly updates to customer and Amazon leaderships.   Developed post migration operating model with UCOP staff and AWS partner. | | | |
| ***Total Duration of all Projects cited to meet the MQ:*** | | ***38 Months*** | |
| Minimum Qualification I-S12 | A minimum of two (2) years of experience coordinating integration services on a Project similar in size and scale to the CalSAWS. | | |
| **Project #1** | | **Contact #1** | |
| *Company Name: SkyTouch* | | *Contact Name: Jorge Pino* | |
| *Project Name: AWS CRM* | | *Company Name: Sky Touch Technology* | |
| *Time Period: August 1st, 2016 – September 30th, 2018* | | *Phone Number: 602-284-6527* | |
| *Percentage of Time: 100%* | | *Email: jpino@skytouchtechnology.com* | |
| *Staff Role: Manager of PMO Office* | | | |
| *Description of relevant experience:*  Provided program management oversight and leadership to a 5 year, $70M+ project to establish the hotel industry’s first cloud native Customer Reservation System on AWS.   * Lead a team of 5 SkyTouch project managers and 8 Choice Hotel project managers to plan, monitor, deliver, and operate the cloud delivery program. * Served as the first contact for all technical risks and issues to the program. * Prepared and provided weekly executive briefing on technical progress throughout migration and operational SLA obtainment and incident management post migration. * Guided design conversations and conflict resolution conversations between technical delivery teams, consisting of multiple 3rd party vendors, SkyTouch engineers, and Choice Hotel engineers. * Coordinating Product Increment (PI) planning as part of a scaled agile framework * Administered JIRA and Confluence sites to ensure Agile delivery was robustly supported with an ecosystem of SDLC tooling and processes. * Responsible for budget tracking, cost controls, and approval of change requests * Responsible for facilitating weekly Change Advisory Board meetings for all changes into UAT and Production environments. * Responsible for ensuring all PCI and SOC audits were conducted annually along with the remediation of any identified issues. | | | |
| **Project #2** | | **Contact #2** | |
| *Company Name: Amazon Web Services* | | *Contact Name: Kari Robertson* | |
| *Project Name: Peoplesoft Migration to AWS* | | *Company Name: University of California, Office of the President* | |
| *Time Period: (January,10th, 2020 – February, 28th , 2021)* | | *Phone Number:* | |
| *Percentage of Time: 40%* | | *Email:* [*Kari.Robertson@ucop.edu*](mailto:Kari.Robertson@ucop.edu) | |
| *Staff Role: AWS Customer Solution Manager* | | | |
| *Description of relevant experience:*  Lead a diverse team consisting of multiple technology partners, AWS Account Solution Architects, and the Client’s Network, DBA, Security, and Application engineers through a migration of the UC System’s PeopleSoft solution from On-Premise to AWS cloud infrastructure.   * Drove creation of AWS project migration plans. * Aided UCOP engineers in redesinging and deploying their AWS Network infrastructure to support the migration. * Enabled coordination between clients engineer staff, partner’s AWS engineers, and numerous AWS provided specialists * Conducted daily coordination meetings with all engaged teams * Created and presented weekly and quarterly updates to customer and Amazon leaderships.   Developed post migration operating model with UCOP staff and AWS partner. | | | |
| ***Total Duration of all Projects cited to meet the MQ:*** | | ***38 Months*** | |
| Minimum Qualification I-S13 | At least two (2) years of Full-Time Equivalent (FTE) experience utilizing traditional and iterative solution delivery methodologies. | | |
| **Project #1** | | **Contact #1** | |
| *Company Name: American Express* | | *Contact Name: Noah Curhan* | |
| *Project Name: Cloud Migration Assessment* | | *Company Name: American Express* | |
| *Time Period: Oct 2018 - Apr 2019* | | *Phone Number: 248-330-0055* | |
| *Percentage of Time: 100%* | | *Email:* | |
| *Staff Role: Sr. Manager of Cloud Infrastructure and Delivery* | | | |
| *Description of relevant experience:*  *Managed American Express hybrid infrastructure of private and public cloud following ITIL, Waterfall, and Agile methodologies for operations and development.* | | | |
| **Project #2** | | **Contact #1** | |
| *Company Name: Amazon Web Services* | | *Contact Name: Hector Felix* | |
| *Project Name: Cloud Migration to AWS* | | *Company Name: University of California, Los Angeles* | |
| *Time Period: (July1st, 2019 – August 31st, 2021)* | | *Phone Number: 310.825.6565* | |
| *Percentage of Time: 60%* | | *Email:* [*hfelix@it.ucla.edu*](mailto:hfelix@it.ucla.edu) | |
| *Staff Role: AWS Customer Solution Manager* | | | |
| *Description of relevant experience:*  Lead AWS Professional Services and other Amazon subject matter experts through the delivery of a project to modernize UCLA’s legacy environment from Redhat RHEL to Docker Containers running on AWS Elastic Container Service (ECS).   * Leading AWS, AWS Partners, and Client engineers through a technical assessment of customer’s on-premises infrastructure and legacy application tier configurations. * Developing a migration plan and modernization approach. * Building 5-year business case to capture the costs and benefits of the project. * Execution of the project plan using both AWS Professional Services and the client’s application development and DBA teams. * Guiding team through project execution, providing regular updates to client and AWS senior stakeholders.   Post delivery guiding client’s operations team in cost optimization of AWS environment. | | | |
| ***Total Duration of all Projects cited to meet the MQ:*** | | ***32 Months*** | |
| Minimum Qualification I-S14 | A minimum of five (5) years of experience within the past ten (10) years building and maintaining strong working relationships with clients and key internal and external stakeholders; conveying relevant information to an executive-level audience, ensuring client is aware of progress/service status; and building credibility and fostering business-partnering relationships. | | |
| **Project #1** | | **Contact #1** | |
| *Company Name: Amazon Web Services* | | *Contact Name: Hector Felix* | |
| *Project Name: Cloud Migration to AWS* | | *Company Name: University of California, Los Angeles* | |
| *Time Period: (July1st, 2019 – August 31st, 2021)* | | *Phone Number: 310.825.6565* | |
| *Percentage of Time: 60%* | | *Email:* [*hfelix@it.ucla.edu*](mailto:hfelix@it.ucla.edu) | |
| *Staff Role: AWS Customer Solution Manager* | | | |
| *Description of relevant experience:*  Lead AWS Professional Services and other Amazon subject matter experts through the delivery of a project to modernize UCLA’s legacy environment from Redhat RHEL to Docker Containers running on AWS Elastic Container Service (ECS).   * Leading AWS, AWS Partners, and Client engineers through a technical assessment of customer’s on-premises infrastructure and legacy application tier configurations. * Developing a migration plan and modernization approach. * Building 5-year business case to capture the costs and benefits of the project. * Execution of the project plan using both AWS Professional Services and the client’s application development and DBA teams. * Guiding team through project execution, providing regular updates to client and AWS senior stakeholders.   Post delivery guiding client’s operations team in cost optimization of AWS environment. | | | |
| **Project #2** | | **Contact #1** | |
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| *Project Name: AWS CRM* | | *Company Name: Sky Touch Technology* | |
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| *Percentage of Time: 100%* | | *Email:* | |
| *Staff Role: Manager of PMO Office* | | | |
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| **Project #3** | | ***Contact #2*** | |
| *Company Name: Amazon Web Services* | | *Contact Name: Kari Robertson* | |
| *Project Name: Peoplesoft Migration to AWS* | | *Company Name: University of California, Office of the President* | |
| *Time Period: (January,10th, 2020 – February, 28th , 2021)* | | *Phone Number:* | |
| *Percentage of Time: 40%* | | *Email:* [*Kari.Robertson@ucop.edu*](mailto:Kari.Robertson@ucop.edu) | |
| *Staff Role: AWS Customer Solution Manager* | |  | |
| *Description of relevant experience:*  Lead a diverse team consisting of multiple technology partners, AWS Account Solution Architects, and the Client’s Network, DBA, Security, and Application engineers through a migration of the UC System’s PeopleSoft solution from On-Premise to AWS cloud infrastructure.   * Drove creation of AWS project migration plans. * Aided UCOP engineers in redesinging and deploying their AWS Network infrastructure to support the migration. * Enabled coordination between clients engineer staff, partner’s AWS engineers, and numerous AWS provided specialists * Conducted daily coordination meetings with all engaged teams * Created and presented weekly and quarterly updates to customer and Amazon leaderships.   Developed post migration operating model with UCOP staff and AWS partner. | |  | |
| ***Total Duration of all Projects cited to meet the MQ:*** | | *63 Months* | |