

# Jordan Lucas

## Senior Manager, Datacenter Operations

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 Richmond, VA 23220

### STRENGTHS

- **Operational Strategy Development**

Developed comprehensive strategies that improved system efficiencies and increased operational performance year over year.
- **Crisis Management**

Effectively led cross-functional teams during crisis situations, consistently developing effective solutions that mitigated risks.
- **Technical Communication**

Simplified complex technical topics into comprehensible language for non-technical stakeholders, enhancing project buy-in.
- **Team Development**

Fostered a nurturing environment where emerging leaders thrived, significantly elevating team accountability and outcomes.
- **Vendor Management**

Strengthened vendor collaborations by streamlining communication processes, ensuring expectations were clearly outlined and met.

### SKILLS

- Datacenter Management

Server Infrastructure

Virtualization

Budget Management

Vendor Relations

Disaster Recovery

Team Leadership

Strategic Planning

IT Compliance

Capacity Management

Risk Assessment

Cloud Solutions

Security Policies

### SUMMARY

Innovative IT professional with over 12 years in datacenter operations. Expertise spans multi-site server management, virtualization strategies, and top-tier performance optimization. Successfully drove transformations by collaborating with cross-functional teams to align technology initiatives with business goals, significantly improving resilience and efficiency. A strong advocate for best practices in disaster recovery and security processes, ensuring infrastructure remains robust and compliant. Committed to mentoring teams, fostering a culture that values continuous improvement and innovation.

### EXPERIENCE

#### Senior Manager, Datacenter Operations

Tech Innovations Inc.  January 2021 - Present  Richmond, VA

- Oversaw comprehensive management of multi-site datacenter operations. Ensured constant availability and peak performance within complex server environments supporting diverse client needs.
- Led initiative to refine operational procedures, directly improving system reliability across server platforms utilized by thousands of users.
  - Established and enforced stringent disaster recovery protocols, conducting regular testing and ensuring full compliance with the latest standards.
  - Managed vendor relationships for tech resources, optimizing contract terms while maintaining high service quality and cost-effectiveness.
  - Navigated strategic planning sessions, influencing decisions on cloud migrations to modernize infrastructure capabilities effectively.
  - Mentored a dynamic team, embedding principles of excellence and promoting a growth-oriented mindset to enhance operational productivity.
  - Fostered partnerships with cross-departmental leads to align server operational strategies with overarching business objectives.

#### Datacenter Operations Manager

Data Solutions Group  June 2015 - December 2020  Lynchburg, VA

- Directed operations for a multimillion-dollar, multi-site datacenter. Cultivated team dynamics focused on professional development and continuous process improvements.
- Slashed operational costs through innovative vendor management, while increasing uptime metrics needed for critical environments.
  - Implemented best practices in server management that significantly solidified infrastructure performance and user satisfaction.
  - Drove budget forecasting efforts in collaboration with finance, ensuring projects remained financially sound and strategically aligned with fiscal objectives.
  - Crafted detailed disaster recovery frameworks that surpassed compliance requirements, establishing superior business continuity plans.
  - Engaged regularly with key stakeholders to present operational insights, continuing to bridge gaps between technical and executive communications.
  - Chaired strategic discussions on emerging technologies, leading evaluations directly influencing investments into new solutions.

#### IT Infrastructure Team Lead

Cloud Services Corp.  March 2012 - May 2015  Charlottesville, VA

- Led daily operations related to physical and virtual servers, focusing on seamless functionality and security across all platforms and applications.
- Championed infrastructure security policies that enhanced organization-wide preparedness against potential vulnerabilities.

Performance Tuning

Cost Optimization

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



Senior Manager, Datacenter Operations at Tech Innovations Inc. (5.6 Years)

Datacenter Operations Manager at Data Solutions Group (5.5 Years)

IT Infrastructure Team Lead at Cloud Services Corp. (3.2 Years)

- Partnered with multiple teams to enhance IT service management processes, yielding efficiency gains recognized throughout the organization.
- Advised on vendor negotiations, achieving favorable contract outcomes that maximized both resource utility and service margins.
- Developed and executed training programs to elevate staff capabilities, resulting in higher confidence and competence in server support areas.
- Actively contributed to cloud-based migration projects, advocating for modernization strategies that strengthened operational flexibility.
- Provided ongoing support for troubleshooting critical systems, quickly resolving user issues that directly affected business functions.

LEADERSHIP & AWARDS

- Recipient of 'Operational Excellence Award' from Tech Innovations Inc., 2025
- Recognized as 'Leader of the Year' at Data Solutions Group, 2019

EDUCATION

Bachelor's Degree in Information Technology

University of Virginia 🎓 GPA: 3.8 📅 2012 📍 Charlottesville, VA

**Coursework:** Database Management, Networking, Security Protocols, Cloud Computing

CERTIFICATIONS

- ITIL Foundation Certification 📅 2025
- Project Management Professional (PMP) 📅 2024

TECHNICAL SKILLS

- **Server Management Tools:** VMware, Hyper-V, Windows Server
- **Cloud Platforms:** AWS, Azure, Google Cloud
- **Network Security Tools:** Firewall, VPN, IDS/IPS
- **Monitoring Solutions:** Nagios, Zabbix, Datadog
- **Collaboration Tools:** Slack, Microsoft Teams, Trello
- **Disaster Recovery Solutions:** Veeam, Zerto, Commvault
- **Operating Systems:** Linux, Windows, Solaris
- **Scripting Languages:** PowerShell, Bash, Python
- **Compliance Standards:** ISO 27001, SOC 2, NIST
- **Project Management Frameworks:** Agile, Waterfall, PRINCE2

PROFESSIONAL AFFILIATIONS

- Member of the Project Management Institute (PMI), 2024
- Active participant in local IT Leadership Council since 2020

ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST