

Jordan Lucas

Senior Manager, Datacenter Operations

 (804) 555-1234  jordan.lucas@example.com  linkedin.com/in/jordanlucas  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.
 - Partnered with multiple teams to enhance IT service management processes, yielding efficiency gains recognized throughout the organization.

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)

- 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