

Jordan Lucas

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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

January 2021 - Present

Tech Innovations Inc.

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

June 2015 - December 2020

Data Solutions Group

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

March 2012 - May 2015

Cloud Services Corp.

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.
- 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

2012

University of Virginia GPA: 3.8

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

SKILLS

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|-------------------------|----------------------|-----------------------|----------------------|
| • Datacenter Management | • Vendor Relations | • IT Compliance | • Security Policies |
| • Server Infrastructure | • Disaster Recovery | • Capacity Management | • Performance Tuning |
| • Virtualization | • Team Leadership | • Risk Assessment | • Cost Optimization |
| • Budget Management | • Strategic Planning | • Cloud Solutions | |

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST