

Steve Evans

Experienced IT Manager focused on breaking down barriers between Software Engineering and Operations

linkedin@sevans.info

Summary

I manage high performing teams of IT Professionals by actively discovering and developing top talent, driving operational efficiencies and identifying opportunities for automation. My combination of technical acumen and passion for building a productive, efficient team has wielded strong results for both my team as well as the organization. I identify innovative solutions to increase scalability and repeatability which optimizes organization results. I have been consistently recognized by both peers and senior leadership for the transformative results produced by my teams.

My goal is to bring my leadership to an organization with a shared desire to further their IT processes via consistency, automation, and a high performing team.

Technical Speaker at industry events, Technical Author with Pluralsight, and Microsoft Most Valuable Professional (MVP) for 7 years.

Experience

Senior Manager, DevOps at Genomic Health

July 2013 - Present

I directly manage a team of 4 to 8 IT Professionals who are responsible for Environment Provisioning and Release Management (Dev/Test/Production), with an emphasis on automation, as well as facilitation between engineering and operations teams. We provide these services for an IT department of around 150 employees, for a mid-sized company of approximately 800 employees. The product stack my team manages is responsible for delivering diagnostic tests to our cancer patients and is the source of all company revenue.

My team has reduced environment build times from an average of 37 days to 1 day, non-production deployment requests from 3 days to immediate self-service (with Continuous Integration in the works), and has decreased failed releases from an average of once per quarter to currently maintaining a 13 month period with zero failed releases.

I have a passion not only for technology but for developing talent and leading teams to their full potential. At Genomic Health I have developed a team I am very proud of, who consistently deliver key organizational initiatives, while completing the day to day tasks with a high degree of accuracy and timeliness. When I first inherited this team, the group had an ad-hoc approach and a number of gaps both in technical knowledge

as well as with performance. I identified needs, filled open roles with highly qualified individuals and coached them each individually and together as a team to meet and exceed the organizational goals. Within this team and throughout the IT organization I have instituted a culture of consistent, repeatable processes. Transforming what was the status quo from a culture of ad-hoc, on the fly actions, to one of consistent, repeatable, documented, and automated processes. I frequently receive praise from my peers and senior management on my team's performance.

Some examples of the value my team has provided to the organization, with my direction and oversight, are listed in the Projects section below.

Senior System Administrator (Team Lead) at Genomic Health

April 2012 - July 2013 (1 year 3 months)

As Technical Lead of the Infrastructure Operations team (8 members) I was responsible for day to day operations of Dev/Test/Production compute, network, and storage. We managed 1000+ Windows and Linux servers, Microsoft Hyper-V, System Center, Dell/Compellent/Cisco hardware.

As the SME for application level interactions with internal Development and Test teams I started to build processes that facilitated cross team collaboration.

Trained and mentored local and off-shore peers. On-boarded offshore operations team to provide 24x7 coverage of critical services, and offload routine operational tasks. In 6 months reduced average open ticket count from over 200 tickets to sustained count below 30 tickets. Reduced request turn around average time by 60% (6.5 days to 2.6 days).

Led the project to transform Enterprise monitoring solution to provide accurate real-time status of current operations. False positive results reduced from 20% of alerts to less than 1%.

Led the effort to identify and resolve systemic performance issues impacting tier 1 ERP platform. Identified root cause of performance issue that had been ailing business for 3+ years.

Introduced new process to perform monthly maintenance and patching, eliminated inconsistencies in the process, eliminated post maintenance incidents and introduced a culture of continuous improvement to processes. Reduced monthly effort from 3 people for 8-12 hours each to a single person for 4 hours.

Senior Manager, Production Operations and Information Technology at Cantaloupe Systems

January 2011 - March 2012 (1 year 2 months)

As the only IT operations professional in the organization, was responsible for day to day operations of business critical infrastructure and applications used by customers 24x7. Leveraged the software engineering team and managed service providers in order maintain infrastructure and services.

Implemented cross data center high availability architecture which allowed the business to target key, high profile sales accounts. Developed PowerShell scripts to perform SQL log shipping via AWS S3. This custom solution allowed for implementation across two managed vendors, reducing business risk, and minimizing cost for a startup on a tight budget, and was easy to understand by the software engineering team.

Was solely responsible for implementing, maintaining, and reporting on PCI compliance measures. Put in place PCI documentation which resulted in a 2/3rds reduction in effort from certification to renewal.

Responsible for the onboarding and management of vendors including Managed Hosting Company, Telcos, Cellular partners, PCI auditors, and desktop management service.

Helped the company transition from a startup mentality to more mature IT practices. Reduced day to day operational overhead, decreased downtime and improved speed of delivery through these efforts.

Senior Systems Administrator at MINDBODY, Inc.

August 2010 - January 2011 (5 months)

Implemented new technical architecture for the SaaS solution offered by the company. Led the move from a hardware hosted solution web tier on Windows Server 2003 to VMWare & Windows Server 2008 R2 solution. Automated the web server deployment, allowing the company to bring on new web tier capacity in less than an hour. Allowed the company to remove problematic hosts from the web tier on demand, which significantly reduced the time spent troubleshooting.

Implemented a continuous integration solution for the SaaS application, enabling immediate deployment of builds to the public facing beta site, and push button deployments to the production site. Led a team of representatives from IT, Engineering and Quality teams to institute a technology and culture which allowed for daily production deployments up from quarterly deployments. Reduced the size of releases which helped the business to better manage risk and maintain a strict SLA that had high business cost both financially as well as reputation-wise if missed for this high visibility application.

Helped maintain PCI certification, and took technical lead on PCI audits.

Operating System Analyst (Technical Lead) at California Polytechnic State University, San Luis Obispo

March 2005 - August 2010 (5 years 5 months)

Technical lead for Windows Server Operating System team. Provided campus-wide Active Directory Solution, Identity Management, File Services, SQL Services, and other windows hosted business applications. Provided services for a multi-tenant environment, working closely with IT staff from other departments and colleges at the university.

Developed and implemented an Identity Management solution to populate Active Directory with user accounts for 35,000+ students, staff, and faculty, as well as providing department role-based groups, and security groups for individual academic classes.

Was a key technical resource leveraged across the university for various IT initiatives.

Hired and mentored several high performing student employees.

Operating System Analyst at SDSU Research Foundation

November 1999 - March 2005 (5 years 4 months)

Started as a student help desk technician and took increasing levels of responsibility over the course of my time at SDSU. Migrated 1500 users from iPlanet message services to Exchange 2003. Provided day to day management of various enterprise services include Exchange 2003, NetApp File Services, and other line of business applications.

Education

Grossmont College

Associate of Science (A.S.), Computer Science Information Systems/Computer Programming, 2001 - 2004

Steve Evans

Experienced IT Manager focused on breaking down barriers between Software Engineering and Operations

linkedin@sevans.info



[Contact Steve on LinkedIn](#)