

Mikel King

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EXECUTIVE SUMMARY:

Distinguished and highly accomplished international corporate IT executive with over 18 years leadership managing diverse environments in the global market space. Agile change agent with experience managing sophisticated projects across vast geographical boundaries negotiating support from all business and operations stake holders. Expert at maximizing resource, planning and leveraging a broad base of skills to solve the most vexing infrastructure issues, while enhancing and efficiently overseeing mission critical projects.

Software & Project Development • Data Analytics • Mentoring & Leadership • Entrepreneurship
Infrastructure Design & Implementation • Foreign & Domestic Negotiations • Budgeting & Cost Control
SAAS/ERP Solutions • Risk Assessment & Mitigation • IT Governance and Corporate Operations

HIGHLIGHTED ACCOMPLISHMENTS:

- Presided over a diverse local and international workforce
- Established company IT policies, operating procedures and governance
- Led my team to deliver a HIPAA compliant SAAS application with a 250% ROI
- Negotiated cost saving features into system hardware with foreign manufacturers
- Developed Programming Agile standards and auto deployment strategies
- Increased customer satisfaction 95% through direct engagement initiatives

EXPERIENCE:

WordPress Project Manager/Lead Developer, Etsy, INC

2012-2013

Lead the extensive project of overhauling the Ety's WordPress based blogs in an extreme Agile/Scrum hands on continuous deployment environment using Git and custom scripting. Ultimately this year long series of projects resulted in many improvements ultimately offering a greatly improved user experience.

- Developed tools and procedures to enhance system stability service offerings
- Created new social sharing functionality
- Improved performance with Memcached and APC caching
- Increased international reach to 8 new languages
- Designed custom data analytics tracking
- Managed the company's Google Analytics systems.

VP of Systems Engineering, Walker Digital Table Systems, LLC

2010-2011

Recruit top talent to work on the company's embedded RFID based gaming solution. Work closely with all stake holders to deploy the backend Linux server tier 2 months ahead of schedule as well as the subsequent round of embedded Linux table systems. Led my team to overcome the challenges associated with a customer supplied infrastructure.

- Minimizing international support personnel by driving extreme cost cutting initiatives through the utilization system automation solutions like Puppet and custom monitoring applications
- Directing and managing the company's installation efforts throughout Malaysia & China
- Negotiated strategic partnerships with international manufacturers and vendors
- Leading a highly skilled team to develop high security embedded UNIX solutions for the Casino and Gaming industry
- Designed custom open source system monitoring solutions with advanced BASH & PHP scripting combined with MySql and PostgreSQL backends.

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EXPERIENCE: *(CONTINUED)*

Owner & President, Olivent Technologies, LLC

2008-Present

Founded this professional services consulting firm setting the general company direction delivering unique solutions to a diverse client base. Maintained profitability every year since the company's launch by negotiating strategic partnerships with key vendors and leveraging existing alliances.

- Reduced expenses by 50%, consolidating colocation services and corporate infrastructure resources
- Lowered server hosting and energy costs 25% by deploying virtualization solutions
- Sarbanes-Oxley and HIPAA Compliancy at applicable client sites
- Cut client travel costs by 80% through the implementation of video conferencing solutions
- Improved client satisfaction 30% through the use of social networking and marketing technologies like Twitter, LinkedIn and Facebook using sound SEO & SEM practices
- Designed and deployed customer facing Wordpress based sites with custom options written in PHP

Chief Information and Technology Officer, Tech Alliance, INC. 1998-2009

Led a highly skilled technical team of infrastructure engineers, software designers and support technicians as well as al ISP operations. Delivered a wide range of services to our 400 plus business client in the NYC metro area. Cutting costs through strategic COLO consolidations, VOIP phone initiatives and custom hosted LAMP stack SAAS projects written in PHP.

- Directed all network operations personnel, equipment and the application development teams including off shore outsourcing while presiding over the \$15,000,000 budget.
- Turned underperforming hosting enterprise into a profitable service
- Cut operating costs and improved operating efficiencies through equipment consolidations
- Improved response time, reliability and customer satisfaction by implementing an in house training program
- Successfully guided the company through three colocation facility relocations and migrations on time and under budget

Electronics Material Officer, US Coast Guard

1986-1997

Oversaw the maintenance of our mainframe system, including all navigation electronic systems at 110 shoreside locations and 30 plus vessels through the careful management of 27 support technicians. Developed a in house training program to enhance support services and increase staff skills growth. Instituted an extremely successful customer focused service plan that turned the customer satisfaction of this unit's support up 95%. Introduced cost savings and preventative maintenance measures to eliminate waste, reduce antiquated equipment and improve service reliability.

- Administered all shipboard electronics, computer and communications systems.
- Accountable for maintaining the electronics, navigational, satellite links, computer network and telephone systems for all Coast Guard units in the NYC Metro area within a \$20,000,000 budget and 30 personnel.
- Established routine training program for all technical staff members to improve service reliability and technical skills growth.
- Developed programs and processes to monitor and maintain customer satisfaction in top 95% of similar units.
- Responsible for the maintenance of twelve 10kw HF transmitters, three 2.5kw MF transmitters, and twenty various antennae systems. As part of the Atlantic Ocean distress monitoring network.

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CERTIFICATIONS:

Panasonic Security Systems, Adtran Firewall and VPN Admin, Adtran Routing and Switching Systems, 3Com NBX VOIP Phone Systems, Cisco Routing and Switching Systems, Cisco Firewall and VPN Concentrator Implementation, Netware System Administration, Certified HP/Compaq Systems Field Engineer, A+ Certified Windows Technician, C Programming

USCG- Senior Officer Leadership and Management, Hazardous Waste Operator Management 40 hour US CFR 19 HAZWOPR, Lighthouse Engineering Systems and Maintenance, Prime Programmer Debugging for FORTRAN and C, Systems Management Training, Electronics Technical Training

BSA- Cub Master, Unit Commissioner, Bachelors Commission Leadership, Youth Protection, Hazardous Weather Safety

MEMBERSHIPS AND ORGANIZATIONS:

- American Legion -Served as the Adjutant Officer of the Medford Post
 - Member of the Moose Lodge
 - Boy Scouts of America - Unit Commissioner over seeing 3 Cub Scout packs and 1 Boy Scout troop.
 - BSD Certification Group- Serving as Secretary for nearly 4 years as well as a SME (Subject Matter Expert) on the examination board
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AWARDS AND CITATIONS:

While on active duty I earned several citations.

The following is a brief overview of two;

- Received the US Coast Guard Commandants Letter of Commendation for saving three other service members' lives after a helicopter crash aboard a Ambrose Lighthouse seven miles off the shore of NY and NJ.
 - Awarded the US Coast Guard Commendation Medal for outstanding project management of the Lighthouse Maintenance program at the Aids to Navigation Team in NY.
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SPECIAL PROJECTS:

Created the BASH Library Project: <https://github.com/mikelking/blp>