

Kevin B. Smith



BACKGROUND:

With over twenty-five years of experience in IT leadership and management, I am a versatile and broad-based IT professional who knows how to successfully manage people, services, and projects throughout the project life cycle to deliver business value and drive customer satisfaction.

PROFESSIONAL EXPERIENCE:

University of Washington

Technology Manager, Student Systems

Seattle, Washington

April 2014 to Present

- Managed the daily activity and planning for the development team responsible for the delivering the student, faculty, and administrative systems supporting the academic mission of the university.
- Developed strategic plan to modernize business processes through web/cloud based UX/UI on top of mainframe/COBOL business logic. Extending the business value of the legacy platforms while providing improved usability and customer satisfaction to the university.
- Defined infrastructure management strategy to maximize service availability and manage cost.

Avalara

Manager, Development Operations

Bainbridge Island, Washington

January 2013 to March 2014

- Hired the high performing team of engineers necessary to build and maintain redundant datacenter architectures to support greater than three nines availability for the company's web services.
- Oversaw the creation and implementation of processes, procedures, and automation to ensure successful day-to-day operations of the environment.
- Negotiated contracts to ensure most favorable terms to the company including: cost, Service Level Agreements, and support.

Microsoft Corporation

Operations Manager (July 2010 to January 2013)

Redmond, Washington

June 1999 to December 2012

- Coordinated multiple-team incident response to provide rapid mitigation of production outages, reducing customer impact and decreasing lost revenue.
- Identified recurring incidents to document problems and worked with the various service management teams to mitigate and correct the root cause, improving system stability and customer experience.
- Worked with service owners to plan and implement changes to infrastructure or software to improve service continuity.

Program Manager II (November 2007 to July 2010)

- Facilitated the design, documentation, implementation, and testing of various software features included in the Windows Phone operating system, enabling application development for that platform.
- Managed the holistic review, documentation, and improvement of the Windows Phone code base and redesign of the software build and packaging system. Increasing serviceability of the operating system and provided controls that are more granular and independent deployment of software fixes by business partners and Microsoft.

Program Manager (November 2005 to November 2007)

- Planned Microsoft Business Partner conferences for fifty Fortune 100 companies to facilitate and collect User Centered Design scenarios used in the creation of the System Center Mobile Device Manager (SCMDM) service, enabling the creation of a compelling software solution that directly answered business needs.
- Hired and managed contractor staff to build, document, and manage a full deployment of the SCMDM for integration testing and business partner evaluation. Enabling verification of use scenarios by development team staff and business partners.

EDUCATION:

University of Phoenix

Bachelor of Science degree, Business Information Systems