

Drew Whitten

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PROFILE

Resourceful leader with the grit, vision, and experience necessary to get things done.

Relationship focused delivery, with a strong emphasis on team and partnership building.

Extensive technical breadth, including more than 20 years of engineering and PM work in Operations, Software development and Infrastructure.

Proven program and project delivery through all phases of SDLC / ITLC.

Strong business acumen with a BA in Business administration, a management concentration, and a lifetime of entrepreneurial experience in several different industries.

Strengths

- Enterprise & Cloud Architecture
- Project Management (PMP)
- Program management
- IT service management and delivery (ITIL)
- Business Development & Growth
- Business and IT process improvement
- IT Infrastructure and Operations

EXPERIENCE

Univar – 2016 to present

Enterprise Architecture & Mergers and Acquisitions Program Manager

Program Manager for Univar Enterprise Architecture Program

- IT integration for US Merger and acquisitions.
- Accountable for Global ServiceNow platform
- Delivered Univar EA program and project portfolio

iMatch – 2014 to 2016

Managing Consultant / Senior Program Manager

Infrastructure Program Manager for Univar Global Technology and Infrastructure Group

- Delivered US Datacenter / Office 365 Migration
- Built and delivered US IT Disaster Recovery Program
- Built and delivered US IT Mergers and Acquisitions Integration Program

Microsoft Corporation – 2012 to 2014

Senior Services Engineer/ Senior Program Manager

Infrastructure and Services delivery for the MSIT Cloud Service Engineering operations team

- Managed delivery for critical MSIT infrastructure projects and services, including delivery of the V.next scale unit platform architecture for on premise (private cloud) virtualized workloads
- Created, Implemented and Executed the Integration Validation and Release Program
- Defined and delivered MSIT operations requirements, DCR's, VSTF / SCRUM Triage for platform releases
- Designed and implemented Agile & lightweight project framework and defined methodologies for critical projects
- Influenced cross organizational infrastructure ITLC

CompuCom, Inc. – 2010 to 2011

Technical Program Manager III, Microsoft Corporation

Datacenter retrofit program owner for Microsoft in MSIT capacity management and infrastructure

- Delivered 3 major projects (Migration of 600+ servers & applications, \$3,000,000+ in infrastructure) in < 12 months
- Restructured program for concurrent delivery saving over \$300,000 and reducing the duration by 16 months
- Managed and mentored project managers and coordinators responsible for retrofitting infrastructure and moving existing hardware to other facilities

- Implemented standard project management methodologies in the Retrofit Program
- Drove cross group collaboration for process improvement and standards

SQLSoft+ Inc. – 2008 to 2010

Technical Program Manager IV, Microsoft Corporation

Managed the operations service program for Microsoft's Anti Malware Operations

- Accountable for 24x7 delivery of Microsoft Anti-Virus signature to over 250 million users 3 times a day
- Built and directly managed high performance service desk team from the ground up
- Implemented OLA/ SLA and ITIL practices for incident and problem management
- Developed systems, infrastructure and procedures for managing availability, reliability, and monitoring
- Provided engineering and architecture guidance for key Microsoft properties

Microsoft Corporation – 2000 to 2006

Lab Manager/Systems Engineer

Managed the Microsoft.com lab environment, including new hardware delivery, planning, budgeting, break/fix, scheduling, and FTE/CSG lab resources

- Created a highly successful vision for efficient lab utilization that allowed consolidated and integration of four lab environments previously managed by other teams
- Managed Resource allocation and budgeting in excess of six million dollars per year
- Created SLA/OLA and QC processes to greatly improve functionality and operation
- Oversaw build and development of new lab infrastructure
- Greatly reduced lab operations costs including hardware, processes, patching process and cabling infrastructure
- Drove Overall Customer satisfaction from Very dissatisfied to Very satisfied in less than 2 years

Excell Data Corporation – 1995 to 2000

Senior Technical Consultant, Microsoft Corporation

Microsoft corporate events and tradeshow, including high profile/executive events and engagements

- Architected on-site network connectivity and communications
- Managed on site delivery and teams for more than 100 large events
- Created and designed AD infrastructure and support
- Represented Microsoft Corporation for technical demos and presentations
- Provided internal technical training and guidance
- Provided security, build analysis and QA for Microsoft Events

Pine Lake Technologies – 1993 to 1995

Sole Proprietor/Owner

Negotiated and won the IT support contract for the Banyan Vines network and server lab of the Department of Health and Human Services

- Managed Wang/Banyan Vines networking administration and operation
- Provided server maintenance and support & end user customer support
- WAN/LAN connectivity troubleshooting and resolution

CERTIFICATIONS

PMI: Project Management Professional (PMP), Microsoft: Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Professional (MCP), ITIL: Foundation (v2, v3)

EDUCATION

Bachelors of Arts in Business, Management Concentration, University of Washington, Bothell, WA

Accomplishments: Deans List, Beta Gama Sigma Honor Society, Cum Laude

Associates in Business Degree, Bellevue College, Bellevue, WA

Accomplishments: Phi Theta Kappa Honor Society, With Distinction

Associates of Arts and Science Degree, Bellevue College, Bellevue, WA

Accomplishments: Phi Theta Kappa Honor Society, With Honors