Scott Vivian

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Senior IT Manager | IT Director

Network Engineering IT professional with over 15 years of experience developing and implementing network solutions in cloud computing, colocation, managed services, and hybrid offerings hosted in data-center environments. Proven expertise in developing technical processes/solutions that support overall business objectives. Strong leader with demonstrated ability to partner effectively with individuals and customers, both within and across functional business borders to provide client solutions. Possesses extensive team development and training experience to increase monthly recurring revenue. Recognized for his technical acumen to provide strategic and tactical plans to senior management in support of business development objectives.

PROFESSIONAL EXPERIENCE

Fortinet

Fortinet secures the largest enterprise, service provider, and government organizations around the world. Fortinet empowers its customers with intelligent, seamless protection across the expanding attack surface and the power to take on ever-increasing performance requirements of the borderless network—today and into the future.

TAC Manager, Advanced Services Enterprise – America   **October 2018 – present**

Manage a team of up to 24 Technical Support Engineers (TSE) and oversee three Technical Assistant Centers (TAC) including the Southern regional TAC, the US Federal TAC, and the Advanced Services Enterprise (ASE) TAC – all located in Plano, Texas.

- Identified key areas needing improvement, implanted a plan to overcome the misses and achieved TAC SLAs the first month of taking over the TAC
- Developed documentation to track KPIs of TAC call metrics identifying areas needing improvement as well as staffing gaps
- Developed and implemented the transition to a 24x7 staffing model for the US Federal and ASE TACs
- Developed TSE reports ensuring SLAs were kept
- Onboarded over thirty Advanced Service Enterprise (ASE) premium support customers
- Oversaw a 233% increase in ASE ticket volume and an overall increase across all TAC tickets of 31% while regularly hitting monthly and quarterly SLA targets

Masergy

Masergy helps innovative global enterprises transform their hybrid networking, cloud communications, and cybersecurity

Manager, Network Activation Engineering   **February 2018 – October 2018**
Manager, Technical Operations   **Jan 2016 – February 2018**

Managed a global team of 15 network activation (NAE) and service delivery engineers (SDE). Implemented all customer-facing network devices supporting Masergy services - managed

routers, managed firewall, managed encryption, managed optimization, Network as a Service (NaaS), SDWAN, and layer 2/3 MPLS

- Developed a new activation process (Network Activation Hotline) and realigned staff scheduling allowing the activation engineering team to increase productivity by 40%
- Increased customer service delivery experience by moving work from the NAE team to the SDE team
- Created new process/procedures for SDWAN product activations spanning three departments and provided training to all departments
- Reduced engineering audit failure rate of service delivery activations from 75% to less than 5% in two months
- Developed customer methods of procedures (MOPs) for strategic customers and partners
- Maintained up to date technical product and service training, knowledge, and skills to provide operational assurance of implemented solutions
- Increased activations from approximately 4,000 to over 5,000 activations per year from 2016 to 2017 – a 25% increase
- Performed monthly one-on-one reviews with a staff of 15; provided mentoring and coaching; assigned training for personal and professional growth
- Identified and managed the hiring and training needs for the Network Activation and Service Delivery Engineering teams

Edge Communications
A provider of end-to-end integrated telecommunications services

Director, Engineering   **May 2015 – November 2015**

Provided leadership and strategic direction for a team of 28 consisting of network engineers, system engineers, support engineers, and IT staff. Implemented and supported integrated telecommunication service solutions consisting of voice, data, and WiFi systems for a global customer base.

- Implemented initial phase of ITIL methodologies - change management, release management, incident management, and problem management - reducing the average monthly backlog of support tickets by 50%
- Implemented initial phase of IT Service Delivery – availability management, service continuity, capacity management, and service level management – providing executive visibility into critical infrastructure and support initiatives
- Established partnerships with strategic vendors creating sales leads and technology training
- Identified and managed the hiring and training needs for the Network Engineering, Systems Engineering, Support, and IT teams

Verizon, DFW Airport, TX
Formerly Terremark Worldwide; Verizon Terremark
A provider of information technology solutions and services

Manager, Network Implementation Engineering   **February 2012 – March 2015**
Led, coached, developed, and motivated a global team of 23 network engineers. Implemented all customer-facing and infrastructure network devices supporting Verizon cloud (IaaS), managed hosting (PaaS), and colocation offerings across 8 global datacenters.

- Selected by Senior Vice President to become the first manager of Network Implementation Engineering
- Identified and managed the hiring needs for the Network Implementation Engineering (NIE) team growing the team by 140% over 10 months – from 7 engineers to 17
- Improved overall operational capabilities of the NIE team by providing Cisco and Juniper technology-based training allowing the team to complete almost 20,000 work orders in 2014 versus just over 10,000 in 2012 – an improvement of almost 100%
- Led tactical and strategic initiatives focused on process improvement, product development, and efficient error-free execution of network changes reducing implementation related human error rates from 2% to under .5% ultimately resulting in improved network uptime
- Supported revenue growth of over 300% during tenure; implemented over $25 million of new monthly recurring revenue in 2014 versus $ 6.1 million in 2011
- Performed monthly one-on-one reviews with a staff of 23; provided mentoring and coaching; assigned training for personal and professional growth
- Trained, guided, mentored custom engineering staff on architectural capabilities of all services. Technologies included Cisco Nexus 7000, 5000, 2000, most models of Cisco routers and switches; Cisco ASA Firewalls running in multi-context as well as clustered configurations; and Citrix Netscaler load balancers including GSLB
- Served as the Implementation Engineering's approval authority for all solutions/designs submitted to Operational Review Board for customer implementation
- Served as the Acting Director of Implementation in the absence of the director; handled all customer escalations; directed a staff of over 150 including 10 managers
- Received Verizon Credo Award from Executive Vice President for leadership during the implementation of the Affordable Care Act (ObamaCare)

Network Implementation Engineer (NIE)   **January 2005 – February 2012**
Researched, designed, and implemented network solutions ranging from simple port turn-ups to complete infrastructure "PODs". Trained new NIEs on all facets of the implementation process and procedures. Technologies included Cisco routers, switches, and firewalls; Citrix load balancers.

- Functioned as team lead for a team of 6 NIEs; developed training documentation; created standard implementation templates/scripts
- Designed customized VPN solutions, complex colo-to-cloud (OnNet) connectivity, and comprehensive POD and private cloud solutions
- Represented NIE on Change Advisory Board (CAB) meetings

M&A Technology, Carrollton, TX   **October 2002 – January 2005**
Network Operation Center (NOC) Lead
Provides technology solutions to education, government, and corporate customers.

Directed and led 3 NOC technicians. Specific responsibilities included monitoring customer and infrastructure environments, and implementing new customer solutions.

- Upgraded infrastructure network routers and switches from Intel to Cisco
- Configured and managed HP OpenView software to monitor all customer and infrastructure network devices to provide alerting when issues surfaced
- Trained the staff on advanced networking technologies, processes, and procedures

Predictive Systems, Addison, TX   **August 1999 – August 2001**

Regional Director, Internetwork Design & Engineering
A network consulting company focused on the design, performance, management, and security of complex computing networks.

Provided Network Engineering leadership and vision to a team of 3 Regional Directors and 2 Business Development Managers. Directed a team of 8 network and platform engineers.

- Ensured project completion by mobilizing resources and timetables with staff and management.
- Created comprehensive scope of work documents including cost and man-hour requirements for customer engagements
- Recruited, hired, and trained network engineering staff

EDUCATION / TRAINING / CERTIFICATIONS

Bachelor of Business Administration, Business Management
The University of Texas, Austin, TX

CCIE #3337 (inactive)
Kepner-Tregoe Foundation