

Terry R. Gauchat

Leader of Innovative & Practical IT Solutions for Business

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Value Summary

- 10+ years skillfully managing complex infrastructure projects with customer focused objectives.
- Consistently deliver thoroughly researched analysis, high quality planning, intuitive risk anticipation, resourceful problem resolution, results-oriented communication, motivational coaching, and collaborative teamwork.
- Proficiently comprehend project goals, resource constraints, and potential issues from all angles:
 - ⇒ Equally attentive to business units' missions, managers' directives, and technical experts' advice.

Accomplishments & Experience

Senior Project Manager: Wells Fargo - Server Security Compliance Process

(3 years)

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| <ul style="list-style-type: none">✓ Project Management✓ Customer focused project mission, objectives, and implementation✓ Resource utilization leveling and workload assignment✓ Team leadership and coaching throughout the project lifecycle✓ Advanced analytical problem solving✓ Measure quality performance against standards✓ Cross-group cooperation (and escalation when appropriate)✓ Proactive risk mitigation through effective Vendor Relationship Management | <ul style="list-style-type: none">▪ Orchestrated project to automate and scale server security compliance management system; resulting in projected recurring cost savings of \$1 million / year.▪ Designed process automation strategy, considering administrator requirements, workflow optimization, standardization, and error tracking. Captured breakthrough team member productivity and accuracy increases of 200% to 300%.▪ Delivered continuous improvement. Hit all planned milestones by actively managing project throughout iterative product lifecycle. Oversaw design, implementation, QA testing, production deployment, and issue resolution.▪ Managed vendor relationships by aligning business needs, budgets, and technical requirements. Negotiated contracts, set support response objectives, and clarified quality assurance standards. Stabilized service level compliance from sub-par to over 95%.▪ Introduced cost-effective enhancements to systems tracking database, data capture automation, configuration documentation, and revision control. Streamlined reporting and eliminated 20 hours / month of manual reconciliation.▪ Pioneered the first ever compliance code Change Management System for 10-person team of technical subject matter experts and infrastructure engineers. |
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Project Manager: Wells Fargo - Server Stability Reporting

(2 years)

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| <ul style="list-style-type: none">✓ Assess, prioritize, and align business objectives to define project scope, budget, and deliverables✓ Present recommendations to senior management✓ Manage quality and results against standards✓ Identify tasks, work units and resource requirements✓ Multi-task in a fast paced environment✓ Support Internet Operations Infrastructure | <ul style="list-style-type: none">▪ Designed and deployed data warehouse for infrastructure configuration compliance and stability status tracking. Reporting system proactively prevented security breaches and saved IT department \$400K+ annually due to application outage reductions.▪ Engaged cross-function business stakeholders, leadership team, application developers and infrastructure engineers to identify core business concerns, gather and prioritize requirements, align project goals, and agree on scope.▪ Managed an iterative and agile development cycle capable of adapting the system to evolving financial industry standards, internal audits, and government regulations.▪ Jumpstarted implementation by sharing my familiarity of data modeling and reporting platform options. Supervised rapid deployment of Microsoft SQL Server Integration Services and browser based SQL Server Reporting Services. |
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Program Manager: Wells Fargo - Infrastructure Server Build Process Enhancements

(1 year)

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| <ul style="list-style-type: none">✓ Assess existing processes and drive improvements✓ Present analysis and ideas to technical teams and project stakeholders✓ Advanced and innovative analytical problem solving✓ Identify, delegate, schedule, and track action items | <ul style="list-style-type: none">▪ Envisioned, promoted, planned, scripted, and deployed a 40% more time-efficient server build process. Ensured compliance with ITIL based enterprise standards.▪ Simplified complex vendor-proposed integration scheme; resulting in \$100K consulting expense savings and permanently lowering the ongoing maintenance overhead.▪ Transformed systems engineering team requirements and standards into process specifications, seamlessly integrated custom VBscript modules into the proprietary system, and tightly coordinated the phased test and rollout plan. New process was fully deployed for production builds on time and under budget of 100 FTE hours. |
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Team Lead: Wells Fargo - UNIX Operations Support

[1+ years]

- ✓ Excellent customer focus and strong communication
 - ✓ Define project mission, objectives & deliverables, and accurately track milestones
 - ✓ Manage expectations of project sponsors, tech team, and business partners in a matrix organization
 - ✓ Resolve issues, assess impact of scope changes, anticipate & mitigate risks
 - ✓ Motivate, guide, and train
 - ✓ Manage multiple simultaneous projects and customers
- Managed team of 7 advanced system support engineers with diverse experience and technical specialties. Identified application outage metrics and pain points encountered by mission critical business partners (internal customers).
 - Drove and facilitated requirements gathering meetings with system administrators, peer infrastructure engineers, application support teams, and business area sponsors. Championed innovative thinking, collaborative analysis, and solution brainstorming.
 - Quickly eliminated 75% of unplanned application downtime with low cost best-practices. Soaring reliability inspired transformational levels of cooperation and satisfaction; this propelled further refinements in system configurations and support procedures.
 - Accurately measured and communicated availability metrics to both IT management and business partner capacity planners. Initiated written Service Level Agreements (SLAs).
 - Achieved an additional 20% reduction in incident response time and scalability savings of \$250K / year by guiding the integration of my team into the nation-wide support center.

Project Manager and Team Leader: Providian Financial - Data Center & Server Infrastructure Relocation (and more)

(4+ years)

- ✓ Accurately scope complex infrastructure projects: estimate & plan work, set & track milestones, and manage issues
 - ✓ Anticipate consequences of project scope changes and other plan decisions
 - ✓ Practice risk mitigation and prepare sequential fall-back plans for crisis handling
 - ✓ Develop and implement work process flows and recommend best practices
 - ✓ Multi-tasking on simultaneous projects
- Orchestrated data center migration with \$500K budget on an accelerated timeline. Maintained solid contingency plans and hit target of ZERO unplanned downtime.
 - Leveraged project as a strategic opportunity to increase processing capacity by 20% to 60%, while modernizing serviceability. Stayed firmly within budget constraints after negotiating this scope expansion.
 - Provided innovative technical guidance and coordination of testing and execution. Fostered enthusiasm, knowledge sharing, and smooth task delegation. Synchronized objectives and exceeded expectations of stakeholders and support groups. Praised for calm and decisive risk mitigation and crisis management. Conducted thorough post-incident reviews.
 - Promoted streamlining of satellite branch Call Centers' access to crucial Customer Service database. Saved \$2 million in data center infrastructure capital expenditures by eliminating distributed databases and optimizing network utilization.

Project Manager: Database Infrastructure Deployment – Nortel at Kaiser Permanente

(1 year)

- ✓ Manage complex project in a matrix environment with internal and vendor supplied resources
 - ✓ Convert business objectives into technical deliverables
 - ✓ Anticipate and identify risk issues, and formulate resolution action items
 - ✓ Exercise professionalism and confident leadership to resolve unexpected crises
 - ✓ Make recommendations to improve existing processes
- Managed installation of UNIX/Sybase environment for newly established customer Call Centers in Stockton and Riverside, California. Ramped up customer assistance capacity 10x — from thousands to *tens of thousands* of calls per day. Met delivery targets, exceeded quality expectations, and completed deployment under the \$2M budget.
 - Competently handled crisis discovered in application response time: Using my database optimization experience, I devised, tested, promoted, and won support for an expedient and resource efficient quick-fix. The window refresh time, network latency, and overall processing capacity improved 500%; immediately satisfying the essential business requirements. Highly recognized for rescuing the project from the “brink of disaster”.
 - Trained and motivated 3 internal programmers, 4 outsourced administrators, and multiple telephony infrastructure resources to follow best practices for operations, application maintenance cycles, security, and change control.

Education

University of Waterloo: Waterloo, Ontario, Canada

- Bachelor of Mathematics (Joint Honors: Computer Science & Business Administration)

Selected Proficiencies & Certifications

- Microsoft Project, Microsoft SharePoint, Microsoft Office Suite (Word, Excel, PowerPoint, Visio), Dreamweaver
- ITIL (Information Technology Infrastructure Library) Foundation Certificate in IT Service Management
- SQL Server Reporting Services, Advanced SQL Server Programming, Microsoft Access, Visual Basic & shell scripting
- Sun Certified Java Associate, RedHat Certified Engineer (Rel. 3), Solaris, IBM & HP Blade Administration
- Featured as a session presenter at Veritas Vision (Storage Management) conference