

Connectria Hosting Resume

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Objective

Become an extension of your IT department by managing your IBM i systems with higher uptime & lower operating expenses all at a fraction of the cost of managing them on your own.

Experience

IBM i Remote Management and Administration| Since 1999

- Manage IBM i Infrastructure in our data centers as well client data centers
- Manages more Power Systems environments (Over 500) than anyone outside of IBM
 - First client in 1998, Deutsche Bank, one of the world's largest financial institutions
- Exceptional strength in IBM i Cloud Solutions from Connectria
- Fortune 500 and small shops, no environment too big or too small
- Perfectly Sized: Large enough to have extensive depth & talent. Small enough to be extremely responsive
- Engineers' average tenure is 13+ years
- Enthusiastic about Disaster Recovery
- 4x Beacon Award Winner



Skills & Abilities

REMOTE MONITORING & ADMINISTRATION

- Manages **over 350 IBM i environments**
- **Works 24/7 with 0 sick days... ever**
- Operates a world-class monitoring & systems administration center
- Provides problem determination, problem resolution, vendor management, change management, PTF management
- Performs O/S upgrades, backups, restores, batch jobs, and daily maintenance of the environment
- Maintains higher uptime and reliability at reduced support costs
- Possesses industry leading skills in supporting IBM i environments for clients worldwide

COMPLIANCE AND SECURITY

- Successfully undergoes independent 3rd party HIPAA assessments to demonstrate **100% HIPAA compliance**
- Provides Managed Hosting Services that comply with **PCI data security standards**
- Certified **SSAE 16 Type II**

Awards & Certifications

- **IBM Beacon Award** winner (**4x**) – Latest win for HIPAA Environment based on the Flex System
- IBM Advanced Business Partner
- Awarded HostReview's **Best Cloud Computing Provider**
- Named **5x Inc. 500/5000** List of **fastest growing private companies** in America
- Consistently named a Best Place to Work (including **5x Top Workplace** and **4x Computerworld Best Place to Work in IT**) - Best places to work = Happy employees = Exceptional service to our clients
- 99.6% Customer Satisfaction (Approaching 70% Net Promoter) in recent customer surveys
- Embraces Connectria's No Jerks Allowed® Philosophy and Culture...**Not a Jerk**