

Kendall George
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Highlights of Professional Qualifications

- Management and technology leader with strong organizational and strategic planning experience
- Led large teams of IT engineers, administrators, developers, and security professionals
- Designed and managed large enterprise data centers and their associated server, virtualization, database, network, storage and security infrastructure
- Supervised tier one and two service desk operations

Professional Experience

October 2015 to the present, Security Manager, Shared Services Cloud, University of Oklahoma, Norman, OK

- Leads a team of security professionals responsible for the security operations of three world-class data centers supporting the teaching and research missions of the University of Oklahoma—ensures the effective operations of the university's Shared Services security platform technologies including next generation firewalls, intrusion prevention systems, secure access, logging, security information and event management, and security operation center
- Establishes and executes policy and procedures related to logical and physical access to university data and systems
- Performs auditing of Shared Services' security posture to include firewall and intrusion prevention policy, access logs, and vulnerability scans
- Leads change management program and facilitates change advisory committee
- Works closely with risk management, disaster recovery, and audit personnel to ensure conformity to internal and external expectations and compliance requirements
- Ensured Shared Services passed their first comprehensive internal audit
- Ensures Shared Services compliance with HIPAA, FERPA, and other relevant guidance
- As a member of the Shared Services leadership team, identifies critical security issues, recommends risk-reduction opportunities and solutions, and contributes to strategic and financial planning

August 2012 to October 2015, Operations Manager, Shared Services Cloud, University of Oklahoma, Norman, OK

- Provides all core IT services for the three main campuses of the University of Oklahoma within the university's purpose-built shared services infrastructure, including but not limited to wide area network connectivity, firewalls, intrusion detection and prevention, data center networks, storage, virtualization, platform-as-a-service, IP telephony, data center hosting, database hosting, and collaboration services
- Manages a diverse and geographically distributed virtual team of 17 IT engineers and administrators—ensures proper staffing and training to meet operational requirements
- Leads the operations team to perform all ITIL defined tasks related to the operations role including request fulfillment, change management, access management and systems maintenance and patching

- The operations team is responsible for troubleshooting all service impacting incidents and escalating internally to on-team subject matter experts or vendors as appropriate
- Responsible for operations of three tier 2/3 data centers—over 10,000 square feet of raised floor space—ensures preventative maintenance and testing, provides continuity of services for planned and unplanned events

August 2011 to August 2012, Infrastructure Manager, Systems Services, University of Oklahoma, Norman, OK

- Manages a team of 15 systems engineers and administrators responsible for all core IT Linux, Windows, lab administration, and VMware virtualization infrastructure
- Responsible for lifecycle planning for a variety of critical systems supporting academic and administrative functions, including email, file and print services, computer lab support, learning management, lecture capture and distribution, and collaboration services
- Works closely with the director of community experience and customers to establish appropriate service level agreements in support of the university's ongoing centralization and consolidation efforts
- Contributed to the university's shared services initiative to design and implement a purpose-built shared infrastructure to support the five campuses under the University of Oklahoma regents as well as collaborate with other state higher education institutions

January 2009 to August 2011, Systems Engineer, University of Oklahoma, Norman, OK

- Responsible for campus-wide core IT services infrastructure design, maintenance, and improvement projects
- Established systems requirements, capacity planning, power and cooling specifications for multi-year, \$20 million green field data center construction project
- Led refresh and virtualization efforts for PeopleSoft ERP systems, coordinating a cross-functional team to design and execute the strategy for this important systems' future
- Responsible for developing strategies for virtualization, collaboration, data center operations and management, and cloud computing technologies
- Helped define the university's voice strategy with consideration of the Avaya acquisition of Nortel, and opportunities to share resources with other campuses, ultimately saving the University of Oklahoma untold dollars in equipment, licensing and support costs

2007 – 2008, Chief of Information Technology and Senior Associate, LEAD International, Doha, Qatar

- Responsible for information technology and communications policy enterprise-wide for an international business training and consulting company operating in over a dozen countries in the Middle East and North Africa
- Responsible for acquiring, contracting, and administering systems and services to provide email, web, collaboration, curriculum management, and customer relationship management
- Senior staff member for Qatar, responsible for all customer relations for this region

2005 – 2007, Senior Lead Systems Engineer, Texas A&M University, Doha, Qatar

- Responsible for systems administration for Texas A&M University's branch campus in the Middle East, teaching 4 disciplines of engineering and associated general education requirements—administered an Active Directory domain consisting of 450+ users, 700+ computers, classroom and lab infrastructure, 50+ servers, and a 100 node supercomputer

- Lead administrator for authentication, email, security policy, operations management, anti-virus, anti-spam, database, server and application virtualization, lab support, imaging support, storage, and web services
- Led several infrastructure improvement projects which led to significant improvements in systems performance, scalability, and responsiveness to our customers

2002 – 2004, Director, Network Systems, QVisions, Doha, Qatar

- Designed, acquired, and installed wired and wireless networks; firewalls; web, email, domain, application and file servers to satisfy diverse clients' unique requirements
- Led project teams for Internet and intranet sites with custom front-end design and back-end applications
- Interfaced with clients at all stages of projects from pre-sales to ongoing support
- Designed and administered network services for the QVisions' development and graphic arts staff

1999 – 2000, Systems Analyst, Scaleable Information Systems, Norman, OK

- Managed Internet information services for dozens of client accounts
- Designed, acquired and installed solutions to satisfy clients' unique IT needs
- Engineered and assembled automated data collection systems for industrial scales

1997 – 2000, Commander, Base Level Systems Flight, 34th Combat Communications Squadron, US Air Force

- Supervised 35 computer network and telephone technicians
- Designed voice and data networks for exercises and real-world overseas contingencies
- Directed installations of telephone switching systems and wide area computer networks
- LAN chief for contingency Air Bases in Kuwait and Italy each with over 700 users and 200 computer workstations
- Provided all IT services including security, web sites, email, DNS, file and print services
- Managed local area network administration, ground radio, and help desk work centers

1995 – 1997, Section Commander, 552nd Training Squadron, US Air Force

- Supervised administration and personnel section supporting the Air Force's second largest flying training unit. Supported over 100 staff and 500 students annually
- Managed organizational operations budget of \$500,000 and led \$1.5 million facility renovation and computer-based training facility installation

Education

- Master of Business Administration, Management emphasis, California Baptist University
- Bachelor of Arts, Economics-Mathematics, University of California, Santa Barbara
- Diploma (two-year program), Arabic Language Institute, Amman, Jordan
- Basic Communications and Computer Officer School, United States Air Force
- Basic Information Management Officer School, United States Air Force
- Officer Training School, United States Air Force

Certifications

- VMware Certified Professional on vSphere 5

- ITIL Foundation, v.3
- FEMA ICS-100
- FEMA IS-700

Presentations

- Vulnerability Management for Now and the Future, *COIT Summit*, May 2018
- Planning and Deploying iTunesU, *Educause West-Southwest Regional Conference*, Winter 2011
- Trends As Viewed From Inside a Campus Datacenter, *Big XII Auditors Conference*, Spring 2010