

ERIC FOX

Phoenix, AZ 85086 ○ (623) 252-9199 ○ eric@fox.phoenix.az.us

SERVICE DELIVERY MANAGER

EMPHASIS: SYSTEM ADMINISTRATION, APPLICATION SUPPORT, DATACENTER OPERATIONS

Service Delivery Manager with more than 25 years of IT experience seeking a new opportunity. Extensive experience overseeing Service Delivery and providing systems and applications support for 12 datacenters across the U.S., Canada, and Europe. Well-developed skills managing the administration of Electronic Design Automation (EDA) tools and floating licenses and spearheading the consolidation of multiple datacenters for improved resource utilization and increased job throughput. Dedicated leader with excellent communication skills and a proven track record of success championing global migration and standardization projects through influence and coordination of geographically disparate teams comprised of IT Managers, Process Managers, System Administrators, Software and License Administrators, and Stakeholders.

AREAS OF EXPERTISE

Service Delivery Management
Datacenter Operations
Stakeholder Management

System Administration
Datacenter Migration & Consolidation
Datacenter Resource Utilization

Application Support
Electronic Design Automation (EDA)
Banking Financial Services

EXPERIENCE

STMICROELECTRONICS INC., Scottsdale, AZ

2019 – Present

A publicly traded Fortune 500 global semiconductor company with 46,000 employees and \$600M in annual revenue.

Senior Service Delivery Advisor (Remote Position) (2019 – Present)

- Ensure the availability, connectivity, and throughput speed of remote computing resources, domestically and overseas, for silicon-design teams located across 12 datacenters across North America, Canada, and Europe.
- Prepare and implement project plans for migrating the design team's effort, data, and domestic computing resources to overseas datacenters.
- Manage the administration of EDA tools and floating licenses. Process license requests from design teams, acquire and install updates, and obtain new licenses for existing and new EDA tools.
- Provide second-level diagnostics and advanced troubleshooting of design job throughput and licensing issues.
- Coordinate, assign tasks, and monitor progress of implementation project plans for domestic and overseas administrators, and report status and results to Service Delivery, IT, and stakeholders.
- Create and maintain scripts for domestic and overseas datacenters to help enforce company EDA job computing standards, monitor and automate LSF/Grid Administrator processes, and improve datacenter resource utilization.

Key Accomplishments

- Created and maintained a standardized job submission script utilized in all company design datacenters.
- Successfully migrated design workflow, consisting of 3 active design projects, 5 maintenance projects, 20+ reference projects, 800+Tbyte of design data, and 40+ user accounts from a domestic to overseas datacenter with no interruption of work.
- Migrated design workflow, consisting of 20+ maintenance design projects, 200+Tb of design data, and 13 user accounts from domestic to overseas datacenter with no interruption of work.
- Migrated design workflow, consisting of 1 active design project, 30+ maintenance design projects, 100+Tb of design data, and 9 user accounts from domestic to an overseas datacenter with no interruption of work.
- Successfully migrated all remaining design databases, systems, and processes from domestic to overseas datacenters and decommissioned domestic design datacenter.

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Service Delivery Advisor (Remote Position) (2008 – 2019)

- Ensured availability, connectivity, and throughput speed of remote computing resources, domestically and overseas, for silicon-design teams located across 12 North American design centers.
- Managed the administration of all EDA tools and floating licenses for North America.
- Implemented project plans to consolidate domestic computing resources to a central domestic datacenter.
- Processed license requests from design teams, acquired and installed updates, and administered new licenses for existing and new EDA tools.
- Created and maintained scripts for domestic datacenters to help enforce company EDA job computing standards, monitored and automated LSF/Grid Administrator processes, and improved datacenter resource utilization.
- Performed advanced troubleshooting support for LSF/Grid job throughput issues and computing resource issues within domestic datacenters.
- Performed second-level diagnostics and advanced troubleshooting of design job throughput and licensing issues.

Key Accomplishments

- Successfully tuned resource configuration at all domestic datacenters and increased job throughput by 20%.
- Migrated and consolidated computing resources, design data, and design efforts from 6 datacenters to a single central datacenter serving 12 domestic design centers. Received the ST Silver Award in recognition of this project.
- Created scripts to tune job completion processing for improved job-status reporting at all domestic datacenters. The scripts were later adopted by all overseas datacenters.
- Created scripts to monitor and report adverse job statuses and datacenter resources at all domestic datacenters.

Lead Unix Systems Administrator (2006 – 2008)

- Ensured availability and throughput speed of local datacenter computing systems and storage servers.
- Assisted with the management of EDA design tools and licenses.
- Ensured availability and throughput speed of local datacenter computing systems and storage servers.
- Coached and mentored Systems Administrators at all domestic datacenters and provide one-stop systems support to local design teams.

Key Accomplishments

- Migrated from non-scalable computing architecture to a robust, high-volume, highly available load sharing facility at multiple datacenters. Increased design-job throughput and increased resource utilization at each location.
- Developed standard implementation of X-Windows emulation via thin-client technology for rollout to all domestic datacenters.
- Created job submission wrapper to assist users with proper submission syntax and criteria, improving ease-of-use for silicon-design teams.

Senior Unix Systems Administrator (2003 – 2006)

- Ensure availability and throughput speed of local datacenter computing systems, storage servers, and workstations.
- Provided one-stop systems support to local silicon-design teams.
- Assisted and mentored Systems Administrators at domestic datacenters.

UNIX Systems Administrator (2000 – 2003)

From 1989 to 2000, served as a Senior System Administrator & Sr. Unix Systems Administrator for American Express.

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EDUCATION & MILITARY EXPERIENCE

U.S. NAVY, 5 Years of Service, Petty Officer Second Class, Honorably Discharged
Computer Operations Training

TECHNICAL SKILLS

Linux, Red Hat Enterprise, Solaris, AIX, CentOS, Ubuntu, NetBSD, FreeBSD, OpenBSD, HPC, NetApp, Isilon, RDP, VNC, Platform Computing, Grid Computing, LSF, Shell, Borne, Bash, KSH, CSH, TCSH, Perl, Apache, FTP, DNS, NIS, NAS, NFS, SMTP, Postfix, Exim, Subversion, SVN, HTML, JavaScript, CSS, PHP, Nagios, Zabbix, MS Office 365, MS Teams