
DONALD R. VANCO

16899 Old State Rd.
Middlefield, Ohio 44062

(440) 548-5278
don.vanco@gmail.com

SUMMARY OF QUALIFICATIONS

Dedicated and performance-driven Technical Consultant possessing an extensive Information Technology knowledge base. Expert technical team manager with proven project management skills that guarantee optimal rates of efficiency and accuracy. Demonstrated history of implementing computing & networking solutions, and developmental / certification procedures that significantly enhance staff effectiveness while maintaining minimal training costs. Established track record of consistently exceeding internal and external goals through the use of the following abilities:

CLIENT SUPPORT

ISSUE RESOLUTION

PRODUCT KNOWLEDGE

CONTRACT COMPLIANCE

LEADERSHIP

PRODUCT ROLLOUT

RELATIONSHIP-DEVELOPMENT

QUALITY CONTROL

SYSTEM INTEGRATION

PROFESSIONAL HISTORY

TAC WORLDWIDE, INC. – *Dedham, MA*

08-2009 - Present

Principal Consultant, Virtualization Team

03-2008 – 07-2008

- Team Lead for the Virtualization Team
- Responsible for pre-Sales opportunity development and delivery engagements
- Manage relationship as a VMware VAC Partner
- Developed standard documents relevant to services engagements: SOWs, P&L projection, PCRs, Project timelines, VISIO diagrams, etc, etc.

AGILYSYS, INC. – *Cleveland, Ohio & Boca Raton, FL*

1999 - 08-2008

Principal Consultant, Virtualization Team

03-2008 – 07-2008

- Brought into the Virtualization Team to assist with managing opportunity development, took full control of the team 2 weeks later
- Responsible for all customer interaction on pre-Sales opportunity development engagements
- Managed relationship as a VMware VAC Partner (VMware's #1 VAC partner of 2007)
- Developed documents surrounding Virtualization services engagements: SOWs, P&L projection, PCRs, Project timelines, VISIO diagrams, etc, etc.
- Managed "human resource" scheduling to providing on-site implementation services

Senior Implementation Consultant, HP Practice

11-2006 – 03-2008

- Joined Agilysys Professional Services to again assume a role closer to implementation of current technologies
- Act as the installation engineer for on-site implementation of various solutions based on the Linux operating system
- Deliver knowledge transfer via hands-on training during installation and in tailored documentation following the engagement
- Ensure compliance with Service Level Agreements through the managed use of unique email queues for each of four technical teams

Strategic Technology Consultant, IBM xSeries Team Manager

2004 – 11-2006

- Promoted to this leadership position in recognition of superior managerial and developmental efforts
- Act as the primary customer liaison concerning the coordination of on-site training and scheduling of pre-sales consultants, who act on behalf of Business Partners during discovery meetings
- Utilized extensive training skills to preserve high levels of product knowledge and employee effectiveness regarding the provision of highly technical computing technical solutions

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- Ensure compliance with Service Level Agreements through the managed use of unique email queues for each of four technical teams

Strategic Technology Consultant 2002 - 2004

- Selected for this position to oversee a renewed focus on high-end, Linux-based software solutions as well as IBM's "Software Pillars"
- Provided unwavering technical support to all Business Partners and ensure the highly efficient and successful coordination of training and information dissemination

Senior Consultant & Systems Analyst (Linux) 2001 - 2002

- Developed Enterprise-Class computing solutions on hardware and software from H-P and IBM
- Provide clients with highly knowledgeable "business facing" consultation that helps improve their overall success while guaranteeing optimal rates of equipment functionality and productivity
- Implemented in-house Red Hat Linux RHCE certification that resulted in six RHCEs from the first class of 17
- Facilitated support efforts through the maintenance of an extensive FTP repository containing vast amounts of Linux OSs and applications

Consultant 1999 - 2000

- Initiated strategic business alliances with leading Linux-based companies such as Red Hat, Sistina, Mission Critical Linux, Scyld, Mountain View Data, Steeleye, PolyServe, VMWare, Wild Open Source and Novell
- Developed technological solutions and applications that were some of the first in the industry and have boosted Linux server quotes to 10% of overall business
- Worked with teams from Marketing as well as within Agilysys's \$40 million SIVAC production facility in the design and rollout of Linux solution support on Intel, AMD and RISC based platforms from both H-P and IBM as well as Intel's Generic Platform

FORE SYSTEMS, INC. – Warrendale, Pennsylvania 1996 - 1999

Manager of Corporate Demos 1998 - 1999

- Constructed and managed a multi-site, multi-protocol network comprised of 22 ATM and GigE switches, seven ATM-attached edge switches and various T1/E1/E3 WAN multiplexers
- This environment supported operations in Pittsburgh; San Jose; and Watford, UK and includes platforms from Apple, Sun, SGI, UNIX and Windows NT/95/98
- Developed product demonstrations that highlight key features, such as 30 fps video teleconferencing, Voice Over ATM and Network Management Software messaging, that supports FORE's ATM and GigE/ product lines
- Also created demonstrations illustrating the ease of implementation of multiple protocols and services on an ATM infrastructure
- Independently designed the new corporate meetings rooms, which included network connectivity and audio and video capabilities that improved the success of focused presentations provided by product managers

Technical Marketing Engineer 1996 - 1998

- Designed and implemented demos for trade events and on-site customer visits that significantly enhanced the profitability of sales efforts
- Dealt extensively with all company product lines including ATM and LAN switches and WAN multiplexers
- Ensure the accessibility of pertinent product information through the establishment of text and HTML-based support and sales documents

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DELPHI INFORMATION SYSTEMS – *Pittsburgh, Pennsylvania*

1993 - 1996

Product Manager

1994 - 1996

- Selected by this company, now known as EBIX, to oversee the evaluation and certification of new hardware, product lines and their support software
- Assisted with the certification of various product components including Novell Netware, NFS services and TCP/IP communications in both integrated and stand-alone formats
- Developed internal product support documents and training for more than 110 employees, which sped up delivery timelines by 50% and shrunk company spending by bringing work in-house

Technical Support – Install Team

1993 - 1994

- Provided vast amounts of support to new Administrators during their initial exposure to newly installed SCO UNIX-based systems running proprietary insurance automation software
- Oversaw hardware upgrades and migrations affecting more than 100 offices and coordinated these projects to minimize client downtime
- Developed and maintained concise documentation that provided further support and minimized need for service calls

EDUCATION

CLEVELAND STATE UNIVERSITY – *Cleveland, Ohio*

Bachelor of Arts in Electrical Engineering

CERTIFICATIONS

RHCE (Red Hat Certified Engineer) Thrice Certified

RHCT (Red Hat Certified Technician)

LPII (Linux Professional Institute)

MCSE (Microsoft Certified Systems Engineer)

TECHNICAL EXPERTISE

Hardware:

IBM Series x Servers

IBM BladeCenter and All Related Components

IBM TotalStorage DS4000 product family

HP Proliant Servers

HP Storage Solutions

HP ProCurve Switching

Numerous Networking and Storage Technologies

Operating Systems:

Microsoft Windows families

Red Hat Enterprise Linux & Layered Products

Novell/SuSE Enterprise Linux

Knoppix

Various UNIX Exposure (Solaris, IRIX, SCO, HPUX)

Several additional Linux releases

Software:

VMWare through ESX 3.5 (VCP in process)

IBM's xCAT

IBM's Tivoli Product Line

PolyServe & SteelEye HA Clustering

Many core Linux (GNU) applications and services

Various Management and Application Packages for

HPTC (OpenSource and Proprietary)

Oracle (installation and configuration)

...if it's not listed I can learn it.