
DONALD R. VANCO

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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

ADVANTAGE TECHNICAL RESOURCING, INC. – *Dedham, MA* **08-2009 - Present**

Practice Principal, Virtualization Team

- Team Lead for the Virtualization Team
- Responsible for pre-Sales opportunity development and scheduling & delivery of engagements
- Manage relationship as a VMware VAC Partner
- Perform on-site installations of more complex opportunities
- Developed standard documents relevant to services engagements: SOWs, P&L projection, PCRs, Project timelines, Healthcheck & other deliverables, 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 providing implementation of current technologies
- Act as the installation engineer for on-site implementation of enterprise-class solutions based on VMware technologies and various flavors of 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

- 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

EDUCATION

CLEVELAND STATE UNIVERSITY – *Cleveland, Ohio* **Electrical Engineering**

CERTIFICATIONS

RHCE (*Red Hat Certified Engineer*) *Thrice Certified*
LPIC (*Linux Professional Institute*)
VCP (*VMware Certified Professional – v4.0*)

RHCT (*Red Hat Certified Technician*)
MCSE (*Microsoft Certified Systems Engineer*)

TECHNICAL EXPERTISE

Hardware:

IBM Series x Servers (all)
IBM BladeCenter and All Related Components
IBM TotalStorage DS4000 product family
HP Proliant Servers (all)

HP MSA / EVA Storage Solutions
HP ProCurve Switching
Dell Servers
Numerous Networking and Storage Technologies

Operating Systems:

VMware ESX through 4.1
Red Hat Enterprise Linux & Layered Products
Novell/SuSE Enterprise Linux

Several additional Linux releases
Various UNIX Exposure (Solaris, IRIX, SCO, HP-UX)
Microsoft Windows families

Software:

VMware through vSphere 4.1
IBM's xCAT
PolyServe & SteelEye HA Clustering

Many core Linux (GNU) applications and services
Various Management and Application Packages for HPTC (OpenSource and Proprietary)
Oracle/ Oracle RAC (installation and configuration)

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