



Nate J. Reuck

314-971-7732

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152 Central Park Ave, Wentzville MO 63385

Professional Profile

Passion and diligence are two traits that most reflect me as an individual. This is the key to being successful in any endeavor that one sets their mind to - professionally and personally.

Experienced and well-rounded IT team leader with an exemplary 17-year track record in strategic planning, problem solving, employee and team growth, vendor management and cost saving initiatives

Excellent diplomatic and tactful communication skills with technical and non-technical professionals at all levels.

Skilled in IT Infrastructure, Data & Operations, SRE, team building, problem solving, vendor management and managing large budgets - I thrive in challenging and time sensitive environments.

Professional Experience

ENTERPRISE HOLDINGS, ST. LOUIS, MO | 2005 - PRESENT

IT MANAGER, SRE - DESIGN & BUILD, JANUARY 2019 - PRESENT

Leadership role responsible for Enterprise Holdings' SRE and performance solutions for network, SAN storage, compute, server-based operating systems, application, database and incident management systems

- Lead and coach a team of 8-10 site reliability engineers (SREs) of various infrastructure and data disciplines (network, SAN storage, database, platform systems, application, tools management) providing opportunities for team performance and individual professional growth
- Manage an annual fiscal budget of \$10MM+ for CapEx and OpEx expenditures for the department; from planning to procurement, NPV and ROI analysis
- Supervise department relationships with 6 third-party vendors (\$5.5MM+ annually) aligning internal strategic initiatives to vendor roadmaps, managing open communication channels and certifying vendor contract compliance with company policy and legal requirements

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- Led negotiations and strategized purchase timelines for the company and saved over \$1.2MM through vendor (Virtana) by bundling integration licenses with maintenance renewals and committing money 6 months in advance of allocation. Strategized product roadmaps to release an additional \$700k in EMC TLA agreements by decommissioning overlapping products
- Organized and led a team responsible for modernizing our hybrid environment data collection by redefining department policy to align to customer requirements and integrating data gathering solutions with the ServiceNow Product Catalog for dependency mapping
- Champion initiatives to realize significant cost savings in data storage by organizing teams to analyze and address inefficient policies in retention practices
- Manage internal efforts to develop department service charge back models by correlating solution monitoring and storage allocation to CapEx and OpEx costs
- Oversee and set operational strategy for solution and product health monitoring by developing and defining requirements for critical KPI data collection, incident management, reactive/proactive monitoring, troubleshooting and reporting
- Create detailed standardized documentation to support roadmap CapEx and OpEx initiatives

IT MANAGER, SRE - NETWORK & SAN, AUGUST 2013 - JANUARY 2019

Leadership role responsible for SRE and performance solutions for network, application and SAN storage and managed a diverse team of 8-10 network, application and storage performance engineers providing third-tier escalation services for all performance and outage troubleshooting

- Managed teams, projects and efforts that placed emphasis on performance optimization and ensured world-wide end-user SLAs and SLOs of company applications, network and system architecture are met through proactive monitoring, incident management, alerting, troubleshooting and capacity planning
- Enhanced department customer service and team satisfaction from a 1.0 to 4.4 (5-point scale) in a 6-month timeframe as surveyed by all external IT teams at Enterprise Holdings

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- Implemented a 24/7/365 on-call rotation schedule and improved problem mean time to recover (MTTR) by drastic measures
- Championed a project to improve outage mean time to detect (MTTD) from over 2 hours to under 10 minutes by leading our incident management team through architecting and development of new dynamic alerting strategies
- Managed an effort that improved capacity planning upgrade recommendation timelines by and order of 12 months by guiding the design of an 18-month network infrastructure capacity analysis process and report
- Optimized tool administration, execution and communication policies by creating supporting documentation and responsibility assignment (RACI) matrices
- Conducted annual 18-month department forecasting, resource availability planning, project roadmaps, defined department issues and enhancements, and performed direct and indirect personnel administration
- Saved \$600k over 4 years by negotiating a perpetual increase in hardware discounts and an additional \$450k in software licensing after NPV analyses and PO negotiations with a vendor, NetScout
- Saved \$1.4MM over 4 years by negotiating an increase in support and maintenance discounts from 25.6% to 45% after NPV analyses with a vendor, Virtual Instruments

LEAD ENGINEER, PERFORMANCE - CLOUD SYSTEMS, MAY 2012 - AUGUST 2013

- Managed and provided support for external cloud services by troubleshooting application and environment issues, recommending capacity and delivering configuration management administration and services
- Mentored colleagues by developing and instructing cloud hosting technology onboarding sessions to assist them in establishing testing processes, developing test plans and reviewing completed efforts

SENIOR ENGINEER, PERFORMANCE - NETWORK & APPLICATION, JULY 2009 - MAY 2012

- Improved end-user experience (UX) by delivering IT infrastructure performance recommendations that combined engineering disciplines with a business focus; solved network, application and server capacity and performance issues

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ENGINEER, PERFORMANCE - NETWORK, JULY 2005 - JULY 2009

- Optimized network and application infrastructure services by designing, recommending and implementing new deployments through analysis, modeling and planning

BLACKBURN COLLEGE, CARLINVILLE, IL | 2003 - 2005

MANAGER, NETWORK ADMINISTRATION, AUGUST 2003 – MAY 2005

- Led a team of network administrators to troubleshoot environment issues at the Blackburn College campus that included data center, dormitories, faculty personnel offices, and classrooms

Education

Blackburn College, Carlinville IL – Bachelor of Arts, Major: Computer Science, 2005

Blackburn College, Carlinville IL – Bachelor of Arts, Major: Information Systems, 2005

Blackburn College, Carlinville IL – Minor: Mathematical Sciences, 2005

Licenses & Certifications

CLOUD ARCHITECTURE: ADVANCED CONCEPTS - LINKEDIN

CLOUD ARCHITECTURE: DESIGN DECISIONS - LINKEDIN

AGILE FOUNDATIONS - LINKEDIN

DEVOPS FOUNDATIONS: LEAN AND AGILE - LINKEDIN

ANSIBLE - LINKEDIN

PRODUCT MANAGEMENT - LINKEDIN

Skillsets

Community Leadership

YOUTH CLUB SOCCER COACH, 2010 MISSOURI THORNS GIRLS, 2017 - PRESENT

YOUTH CLUB SOCCER COACH, 2008 FC MISSOURI, 2018 - PRESENT

YOUTH CLUB SOCCER COACH, 2009 MISSOURI THORNS GIRLS, 2019 - PRESENT

YOUTH CLUB SOCCER SOCIAL MEDIA MANAGER, MISSOURI THORNS & FC MISSOURI, 2018 - PRESENT

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