Nate J. Reuck

www.NateReuck.com

314-971-7732   nreuck@gmail.com   954 Airedale Trail   Garner, NC 27529

Professional Profile

Passion and diligence are two traits that best 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 19-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

MASTERCARD, ST. LOUIS, MO | 2020 - PRESENT
IT DIRECTOR, SYSTEMS PLATFORM ENGINEERING, FEBRUARY 2020 - PRESENT

Leadership role responsible for Mastercard's Enterprise Distributed Storage Group managing and maintaining the SAN environments and Backup Services for UNIX/Linux, Windows and Virtual server platforms. My group provides a complete world-class catalog of services for engineering, design and compliance as well as operational administration, support, troubleshooting and maintenance for all SAN related devices and processes.

- Lead successful Mastercard's Security & Privacy missions by obtaining, upholding and adhering to PCI certifications, compliance audits and resolution for all vulnerabilities and findings for Distributed Storage

- Establishing a modern adoption of storage monitoring at Mastercard to provide visibility into metrics, capacity planning, alerting, reporting and CMDB integration which will increase transparency into the the health of our storage infrastructure and respective applications to improve the customer service experience

- Modernizing Mastercard's storage solutions by spearheading discovery and implementation efforts of an elastic software-defined storage solution (IBM Red Hat

Ceph) to reduce annual CapEx and OpEx storage spend by at least 30%, consolidate a sprawl of storage platforms and decrease technical debt

• Led software negotiations with Dell EMC and aligned storage infrastructure strategy with the financial benefits of decreasing the reliance on business partner maintenance costs leading to an estimated savings of $11MM+ over three years

• Championed a new global data protection, backup and recovery solution implementation - Commvault, replacing IBM (Tivoli Service Manager) TSM infrastructure. Doing so improved application data backup and recovery times, identified upgrade opportunities for network segments and enhanced customer satisfaction

ENTERPRISE HOLDINGS, ST. LOUIS, MO | 2005 - 2020
IT MANAGER, SRE - DESIGN & BUILD, JANUARY 2019 - FEBRUARY 2020

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

• Led and coached 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

• Managed an annual fiscal budget of $10MM+ for CapEx and OpEx expenditures for the department; from planning to procurement, NPV and ROI analysis

• Supervised 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

• Led negotiations and strategized purchase timelines for the company to save 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

- Championed initiatives to realize significant cost savings in data storage by organizing teams to analyze and address inefficient policies in retention practices

- Managed internal efforts to develop department service charge back models by correlating solution monitoring and storage allocation to CapEx and OpEx costs

- Oversaw 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

- Created 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

- 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 on-boarding 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

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 | 2002 - 2005

MANAGER, NETWORK ADMINISTRATION, AUGUST 2002– MAY 2005

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- 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

Professional Licenses, Training & Certifications

- CISCO MPLS - ENTERPRISE HOLDINGS, INC
- ITIL V3 - ENTERPRISE HOLDINGS, INC
- CLOUD ARCHITECTURE: ADV CONCEPTS
- CLOUD ARCHITECTURE: DESIGN DECISIONS
- AGILE FOUNDATIONS - LINKEDIN
- EAGLES FLIGHT LEADERSHIP
- ENTERPRISE MENTORSHIP PROGRAM
- DEVOPS FOUNDATIONS: LEAN AND AGILE
- ANSIBLE - LINKEDIN
- COMMUNICATION STYLES WORKSHOP
- LEADERSHIP ESSENTIALS WORKSHOP
- BETTER BUSINESS WRITING WORKSHOP
- SAN AND NAS STORAGE - LINKEDIN
- STAY LEAN WITH KANBAN - LINKEDIN
- PRODUCT MANAGEMENT - LINKEDIN

Community Leadership

YOUTH CLUB SOCCER COACH, 2010 MISSOURI THORNS GIRLS, 2017 - PRESENT
YOUTH CLUB SOCCER COACH, 2008 FC MISSOURI, 2018 - 2019
YOUTH CLUB SOCCER SOCIAL MEDIA MANAGER, MISSOURI THORNS & FC MISSOURI, 2018 - PRESENT