Chris Parkinson

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# Summary

Results driven Systems Architect, with extensive experience in IoT, Cloud, Data Center and Enterprise network services design, transition and transformation.

* Proven track record designing large scale Data Center, Cloud and Enterprise solutions, maximizing efficiencies and providing a solid services platform for business growth.
* Experience providing technical leadership, ensuring successful transition and transformation of complex environments.
* Forward thinker, with proven record developing architectures that adapt to changing technical and business requirements.
* Superior analytical skills with an ability to understand and abstract both problems and solutions, and to clearly articulate them to stakeholders at all levels and roles.
* Comfortable and experienced communicating at executive level, at detailed technical level, and everywhere between the two.
* Solid leadership skills both in formal leadership positions and in team roles as mentor.
* Strong meeting facilitator. Able to broker and resolve complicated disagreements with diplomacy.
* Expertise in solving complex technology inter-operations problems in diverse, multi-protocol, multi-manufacturer and cross-platform environments.
* Experience as a Technical Project Manager, driving refresh project through completion in challenging environments.

# Experience

## Principal Systems Architect: Cloud Services (AWS)

DXC Technology

Oct 2021 - Present (2 years)

Provide Architecture leadership to existing accounts and pre-sales opportunities. Guide design decisions to align with best practices and standard services. Provide thought leadership to overcome challenges. Aligning team members with a single vision, removing roadblocks to project success. Leading pre-sales architecture team driving AWS solution pipeline.

Provided architecture/engineering design and thought leadership for IoT project

Designed IoT solution supporting 170K end devices

Collaborated with business users and development team to design a fit-for-purpose solution AWS IoT Core with Timestream, DynamoDB, RDS and Lambda.

AWS managed Grafana for dashboards, reporting and alerting.

Created PoC to align team and leadership on vision and capabilities.

Reverse engineering of legacy IoT devices for integration with AWS IoT Core

Supported developers during user story development, providing strategic guidance, example code and brainstorming sessions

Lead development team for AWS IoT Edge Solution for Manufacturing

AWS Greengrass edge compute for local sensing and image capture (MQTT/Python).

Arduino microcontroller design for sensor integration.

AWS Lambda functions to detect new images and trigger AI actions.

AWS Rekognition image recognition for custom object identification.

AWS Look Out for Vision for object defect detection.

AWS Monitron for preventative maintenance of production line devices.

AWS Outpost

Designed AWS Outpost solution to deliver on-prem RDS database as a service.

Design was leveraged by DXC practice to create offering for Outpost managed services.

MAP Program Funding

Drove AWS MAP incentives realizing $1M+ incentive funding for AWS migration projects.

Pre-Sales Team Lead

Lead pre-sales team of 5 architects.

Identify pipeline opportunities that require support.

Assign workloads.

Remove roadblocks.

## Enterprise Network Architect and TPM

Lamb Weston

Sep 2018 - Oct 2021 (3 years 2 months)

Provided technical guidance and thought leadership to Solution Architecture, Network Architecture and

Network Engineering teams. Develop technical solutions with supporting Service Management models (ITIL). Act as technical project manager, leading the project team to success by removing roadblocks, encouraging innovation/autonomy and identifying opportunities for improvements.

Developed the following solutions, providing leadership from design through to service delivery:

* AWS cloud data center based on the transit VPC model
* Physical highly resilient data center with XaaS On-Ramp
* SDWAN transformation, multi-transport with Internet offload

Created technology and process standards, improving operational efficiencies.

Created technology road-map in alignment with business strategy.

Leading operations team through hyperconverged compute/storage/network multi site deployment.

## Author: Data Center Network Reference Architecture

Freelance

Sep 2021 - Sep 2021 (1 month)

Authored "Data Center Network Reference Architecture", Conceptual, Logical and Physical Technology Models. A complete end-to-end Data Center Network reference architecture, based on the principle of loosely coupled architectures, modular, scalable and flexible to adapt to any data center network requirement. Available on Amazon.com.

 **Network Architect Consultant** Systems Flow, Inc.

Jul 2017 - Sep 2018 (1 year 3 months)

Provided technical guidance and thought leadership to Solution Architecture, Network Architecture and Network Engineering teams. Developed technical solutions with supporting Service Management models (ITIL).

Network & Unified Communications Single Points of Failure Analysis (Financial Client):

Performed Single Point of Failure analysis for Data Center and Enterprise Network (6000+ Devices).

* Performed project requirement and scoping activities, driving through review and approval cycles up to Executive levels.
* Developed network device configuration extraction and parsing scripts.
* Developed network single point of failure analysis scripts, including L1, L2, L3, OSPF, HSRP anddefault routes.
* Developed network device pairing and categorization scripts using machine learning algorithms.

## Network Solutions Architect

Fidelis Care

Nov 2016 - Jul 2017 (9 months)

Provided technical leadership and support to the Networks and Unified Communications teams. Developed technical solutions with supporting Service Management models (ITIL). Drove technical and service management solutions through review and approval cycles, from engineering through CIO levels. Gained approvals for significant Architecture improvements, promoting use of Industry best practice.

Network Architecture Capability:

Created Network Architecture Capability.

* Tailored TOGAF ADM to create a custom network architecture framework.
* Defined artifacts, deliverables, and processes to support the capability.

WAN & SIP Transformation, Communications Solution Architect, and Project Manager:

Transform WAN (30+ sites) from P2P hub-and-spoke, to multi-carrier MPLS. Migrate all #800 call center traffic to SIP over MPLS.

* Developed MPLS & SIP solution, leading solution through approval cycles up to CIO level.
* Developed cost model and preliminary transformation schedule.
* Managed supplier relationship, leading technical reviews, development and price negotiations.

DNS Transformation Solution Architect:

Transform DNS form single service provider, to multi-provider, resilient solution.

* Developed DNS solution, leading solution through approval cycles up to CIO level.
* Gained solution approval amidst significant resistance, by educating executive management in thebenefits of distributed off-premise systems (cloud) over in-sourced on-premise systems.

## Principal Technical Architect (Networks)

AT&T

Feb 2014 - Nov 2016 (2 years 10 months)

Architecture design of Data Center & Enterprise network services solutions. Provide flexible/scalable end-to-end network architecture that serve as a platform for business growth. Drive network architecture through approval process to ensure technical, operational and security requirements are met. Provide technical leadership through network services transition and transformation activities. Support pre-sales team in solution development and costing.

* Develop Global Data Center network services solutions for existing clients and new business opportunities.
* Consult with partners and vendors to ensure functionality across multi-vendor, cross-platform environments.
* Consult with sales and account teams to determine optimal solution strategies and maximize use of standard products that enhance win probability
* Partner with Product Management/Delivery Coordination Center to deliver technically assured solutions to all customers, that can be delivered profitably.
* Provide technical leadership support through all account lifecycle stages.
* Support growth of AT&T Revenue.

## Manager

Icaste Networks LLC

2012 - 2016 (4 years)

Developed IOS Mobile game for iPhone (Bane's Quest) Mobile app developed on Unity.

Developed IOS Mobile application for iPhone (Bump^).

Mobile app developed on Xamarin.

Back-end REST API developed on Microsoft Azure, leveraging:

* Application Service
* Cosmos DB
* Machine Learning Studio
* Server-less Compute (Functions)

Owned & managed local ITSM company delivering end-to-end ITSM services.

ITSM Design & Service Delivery Management:

Created ITSM service delivery model and managed the operations team.

* Created ITSM service model, including logical service model backed by SLAs, for end-user-compute, backup, network and VoIP services.
* Managed operations team delivering request fulfillment, incident management, and problem management services.
* Created helpdesk scripts and workflows aligned with ITIL standards.
* Selected & deployed ITSM event/alerting tools and CMDB.

Solution Design & Project Management:

Designed network and VoIP solutions, performed project management driving through implement into service delivery.

* Designed network and VoIP solutions.
* Managed contractors & suppliers driving solution through implementation into service delivery, on schedule, and under budget.

Business Management:

Performed business management and HR tasks.

* Selected, interviewed, hired and released operations team.
* Secured client financing for large projects.
* Provided training and mentoring.

## Principal Network Architect

CSC

Oct 2010 - Feb 2014 (3 years 5 months)

Architecture design of Data Center & Enterprise network services solutions. Provide flexible/scalable end-to-end network architecture that serve as a platform for business growth. Drive network architecture through approval process to ensure technical, operational and security requirements are met. Provide technical leadership through network services transition and transformation activities. Support pre-sales team in solution development and costing.

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* Provide technical leadership support through all account lifecycle stages.
* Support growth of CSC revenue.

## Converged Technologies Engineer

Nortel Networks

Jan 2005 - Oct 2010 (5 years 10 months)

Engineering, implementation & support of global VoIP converged solutions.

Worked closely with customers to understand business needs and develop appropriate solutions. VoIP SME for team.

* Ensured feature inter-op across multi-vendor, cross-platform environments.
* Designed upgrade and pre-staging process to significantly reduce cost and reduce risk.
* Developed systems / tools to increase group productivity and reduce cost.

## Converged Technologies Engineer

Nortel Networks

Jan 2002 - Jan 2005 (3 years 1 month)

Technical support and configuration of Nortel M1, CS1000 & applications. Resolved complex outages quickly in high pressure environments.

* Developed Modem Pool Solution to reduce access costs for remote techs.
* Handled high visibility problems in “hot” customer environments.

## PBX Engineer

Maintel

Jan 2000 - Jan 2001 (1 year 1 month)

Technical support and configuration of Nortel M1, CS1000 & applications. Resolved complex outages quickly in high pressure environments.

* Designed remote access strategy to reduce costs by substantially reducing tech site visits.
* Handled high visibility problems in “hot” customer environments.

## Commissioning Engineer

Nortel Networks

Jan 1998 - Jan 2000 (2 years 1 month)

Installation, configuration and support of Nortel MMCS and Meridian 1.

Resolved complex outages quickly in high pressure environments.

* Implemented & supported large scale carrier grade services.
* Handled high visibility problems in “hot” customer environments.

# Education

## Blackburn College (UK)

Associates (HND), Telecommunications Engineering

Jan 1996 - Jan 1998

**Certification**

AWS Certified Solutions Architect Professional, AWS Cloud

**Certification**

Cisco Unified Computing Technology Design Specialist

**Certification**

Cisco Data Center Architecture Design Specialist

## Certification

CCNA, Data Networking

Cisco Certified Network Associate

## Certification

CCVP, VoIP Technology

Cisco Certified Voice Professional

## Certification

MCSE, Microsoft Certified Systems Engineer

Certified Systems Engineer, Windows Server 2003.

Certified Systems Administrator, Windows Server 2003.

Certified Technology Expert, Live Communications Server.

## Certification

NNCSS, Nortel Networks Certified Support Specialist

CS1000 Certified Support Specialist

## Certification

NNCDS, Nortel Networks Certified Design Specialist CS1000 Certified Design Specialist

# Licenses & Certifications

 **AWS Certified Solutions Architect – Associate** - Amazon Web Services (AWS)

Issued Oct 2020 - Expires Oct 2023

 **AWS Certified Solutions Architect – Professional** - Amazon Web Services (AWS)

Issued Nov 2020 - Expires Nov 2023

## Migration Ambassador Foundations (Business) 2022 - Amazon Web Services (AWS)

 **Well-Architected Proficient** - Amazon Web Services (AWS)

# Skills

Internet of Things (IoT) • Amazon Web Services (AWS) • Solution Architecture • Cloud Computing •

Network Architecture • VoIP • Integration • Routing • Telecommunications • Managed Services