

# DERRICK HOUSTON

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## CAREER SUMMARY

### Cloud Architect •

*Experienced and results-driven Cloud Architect with over 25* years of dedicated service in the technology industry. Recognized for experience in cloud architecture, virtualization, enterprise networking, IP-based telephony, and data center technologies. I understand the cloud and how it can be leveraged to solve complex business challenges and provide cutting-edge solutions. I use my cloud knowledge and business acumen to present and sell innovative cloud solutions to C-level stakeholders. I build and lead high-performing teams. Eager to apply my extensive knowledge and leadership to propel organizations to new heights of cloud excellence.

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## AREAS OF EXPERTISE

- Agnostic Cloud Architecture
- Solutions Architecture
- AWS Cloud Architect
- Azure Cloud Architect
- Enterprise Networking
- Cloud Solutions Selling
- Heading Up a Team
- Multi-Cloud Solutions
- Architecting Cloud Security
- Prioritize Customer Rapport
- Strategic Business Vision

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## PROFESSIONAL EXPERIENCE

### Go Cloud Architects – St. Lucia, Florida

**Aug 2021 – Present**

#### Cloud Architect

- Consult with clients and stakeholders to understand their current and future goals, business needs, current infrastructure, and how the employees and departments do their jobs, to design, present, and sell technology solutions.
- Design for on-premise networks, for single-cloud, hybrid-cloud, and multi-cloud (AWS and Azure) providers.
- Designed cloud migration strategies for IaaS, PaaS, and SaaS workloads, by virtual lift and shift, application refactoring, and choosing to switch to a managed application.
- Design high-performance networking solutions for retail, automotive, real estate, and telecom businesses.
- Delivered effective high-level technology presentations and briefings to CXO key stakeholders.
- Design high-security cloud architectures consisting of next-generation firewalls, IDS/IPS, encryption, security policy, IAM, Active Directory, SSO, and MFA along with user education.
- I continuously read and educate myself about AI and machine learning and how it is used to uncover insights to inform decision-making and ways it will be used in future business. I listen to several thought leaders for their industry insight.
- Designed and built an OpenStack private cloud for enterprise-wide computing.
- Designed high availability systems using multi-cloud providers to achieve 99.999% uptime for financial and healthcare institutions.
- Respond to RFIs, RFPs, and RFQs (Request for Information / Proposal / Quote).
- Lead cross-functional teams in system integration, implementation, and “proof of concept” projects.
- My role is to be a conduit between all stakeholders. I know the importance of buy-in from the executives. I also understand the importance of assembling a premier team of various Engineers and DevOps experts, along with whomever else is necessary to complete the architecture design.
- Build a business case model to show a return on investment (ROI) using vendor-agnostic cloud infrastructure.
- Represent business technology, strategies, and industry trends to clients and become their trusted advisor.
- Teach the fundamentals of cloud computing and data center technologies to other team members.

**Fusion Connect – Atlanta, Georgia****Aug 2011 – Jun 2020****Cloud Services Technical Support Manager**

- Managed a 26-member team supporting VoIP-based phone and UCaaS Unified Communications as a service (audio, video, web conferencing, messaging, and mobile phones for enterprise clients.
- Frequently brought in for pre-sales meetings to answer customer integration questions and help close the sale.
- Initiated and led my technical team to perform a licensing audit on an inherited unified communication platform and recouped \$1,600,000.00 in unrealized revenue.
- Customer interaction and technical support trainer for new hires.
- During company mergers, I was responsible for cross-training newly acquired company technicians with legacy company technicians for multiple platforms training.
- Produces technical call flow configuration training material for VoIP and Unified Communication platforms.
- As Escalation Manager, I led a team that increased customer retention by 21% by using customer-centric strategies for a core team of tier 2 technicians. I assigned high-risk “churn customers”, direct access to a technician who either resolved the issue or escalated up to engineers for resolution. The technician continuously communicated and followed up with the customer during issue periods.

**Logicnetpro Inc. – Atlanta, Georgia****2006 – Present****Networking and Business Solutions Consultant**

- Consult with business owners to assess current and future goals, business operations, how employees perform their jobs, how vendors interact, and their technical experience. I then used my business acumen and process knowledge to conceptualize with the clients.
- When warranted I advise small clients to use a public cloud such as AWS, Azure, or GCP for their managed services and SaaS offering. I explain the advantages of putting their organization in the cloud which provides, scalability, agility, storage, backup, security, and web-based applications plus much more. In the past, I used to purchase the hardware and configured Microsoft Windows OS Server/Client, AD, SQL Server, NAS Storage, and tape backup technology solutions for small to midsize companies.
- I hire database engineers, application engineers, and web UI designers to either create or code-specialized applications.
- Specializing in the real estate construction and development firm industry. My technical team and I automate just-in-time supply chain ordering, manager field inspection, change orders, and contractor completion sign-off, which leads to prompt city and county inspection scheduling. Implementing technology and automation has led to the builders completing the buildout process and obtaining a “Statement of Occupancy”, 15 days sooner and created less theft.
- I hired database engineers, application engineers, and web UI designers to implement and update application utility.
- Designed and managed LAN/WAN/SDWAN network infrastructure. I order internet service to remote sales office locations. I configured the RDP or VPN client back to the company data center or data closet. I had security cameras installed for remote site monitoring.
- Implemented improved mobility and efficiency through enhanced unified communication software collaboration and web-based application.

**Ryla Corporation – Atlanta, Georgia****2009 – 2010****Call Center Technical Support Consultant**

- Managed Avaya SIP trunking PBX support, including Avaya VoIP client softphone for a 600-seat inbound call center.
- Inbound call routing to the appropriate contracted organizations and campaigns.
- Designed multiple inbound call flows for contracted companies.
- Setup Avaya SIP/IP Telephones

**NS Solutions Inc. – Atlanta, Georgia****2004 – 2006****Co-owner / Network Administrator Consultant**

- Provided full-service administration for Windows OS running on VMware hypervisor virtual server network infrastructure.
- Transformed business operations through technology advancements. Configured Blackberry server service, MS Exchange Server, and Blackberry mobile phones for improved remote field communication.
- Set up MS Active Directory with roaming profiles, and created VPN clients for offsite sales office users.
- Set up LAN/WAN connections for remote sales sites using MS Terminal Server/Client using WYSE terminals with tape data backups, and disaster recovery planning.
- Hired and trained onsite technicians to perform day-to-day network administration and deskside support.

**Nemity Consulting Inc. – Atlanta, Georgia****2002 – 2006****Owner Operator / Network Administrator Consultant****Verso Technologies****2000 – 2002****Windows NT Network Administrator****InaCom Information Systems****1998 – 2000****Lead Field Integration Technician**

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**EDUCATION****Advanced Cloud Architect Training, St. Lucia, Florida 2021**

Go Cloud Careers

**AS Applied Sciences Degree Networking Specialist 2010**

Georgia Piedmont Technical College (formally DeKalb Technical College), Clarkston, Georgia

**Computer Science**

California Polytechnic University, Pomona, California

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**CERTIFICATIONS**

- AWS Certified Solutions Architect – SAA-C03
- Certified SIX SIGMA -Yellow
- Certified Scrum Master
- Microsoft Windows NT 4.0 MCSE

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**REFERENCES**

Will be furnished upon request.