

## **Ben Wern**

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<http://www.enmesh.net>

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### **SUMMARY**

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Enterprise management professional with experience designing, deploying, maintaining, and leading enterprise scale management and monitoring solutions.

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### **EXPERIENCE**

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#### **Leadership**

- Led teams of between 4 and 10 in development, deployment, and ongoing operation of management and monitoring solutions.
- Managed and coordinated expense and capital projects from concept through support to maintain and enhance the capabilities of the systems.
- Reviewed project design, provided architectural and implementation guidance for all funded IT projects.
- Represented segment interests and provided consulting to other segments around monitoring topics, as well as working with Enterprise IT and supplier teams to integrate their efforts into our segment's activities.
- Reduced software maintenance budget by 50% without reducing essential support services.

#### **Technical**

- Designed and implemented segment wide monitoring solution for an environment of over 2000 servers in the domestic US.
  - Provided infrastructure, application performance and systems management.
  - Responsible for all technical aspects of the systems development and installation, including strategy, architecture, goals and objectives, standards, process definition, integration of multiple vendors' solutions, and custom development work.
- Expanded system to provide services to other domestic US segments as well as overseas operations.
- Designed and implemented custom solutions including ride operations, food and kitchen, shipboard systems, safety systems, and environmental monitors.
- Adapted monitoring environment and operating procedures for a multiple-sourced supplier environment.
- Provided ongoing design and solution definition to implement the segments infrastructure and monitoring strategies and as well as address specific customer and operations requests.
- Responsible for ongoing evaluation of products as well as participating in beta and design programs with vendors.
- Piloted projects surrounding business process monitoring and measuring the value of IT to the business.

## Technologies

- Extensive experience with HP monitoring tools, including Operations UNIX, Operations Linux, Operations Windows, BAC and BPM, performance products (Performance Agent, Performance Manager, Reporter, Performance Insight), Internet Services (OVIS).
- Programming experience in Perl, C, and shell scripting; including integration via product APIs.
- Alarmpoint Enterprise, including custom scripting.
- Background in systems administration of Windows, Unix (HPUX, Solaris, Linux, AIX) and Novell systems.
- Experience with MQ Software's Qpasa, HP Systems Insight Manager, Dell OpenManage.

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## WORK HISTORY

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### **Walt Disney Parks and Resorts**

*Technical Specialist*

*Senior Programmer Analyst*

*Operations Analyst*

*Intern Analyst*

Orlando, Florida

March 2007—Present

February 2005—February 2007

February 2000—February 2005

Various: June 1997—August 1999

### **Independent Consulting**

*Consultant*

Various Locations

May 1996—September 2000

### **PathTech Software Solutions**

*Analyst*

Jacksonville, Florida

May 1994—May 1996

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## EDUCATION

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- ITIL Foundations certified
- Boston University Project Management certification
- Trained in Primavera Project Manager, Microsoft Project
- Completed Manager, Project Manager, and Casual Buyer SAP training

### **University of North Florida**

Bachelor of Science, Information Technology, December 1999

Minor: Business

Jacksonville, Florida