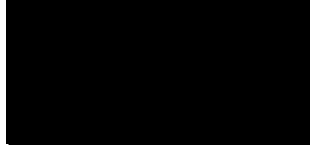


Marc Dahl



## SUMMARY

I am a strategic IT problem solver with a passion for building great teams. A motivated leader who embraces change, offering a wide variety of leadership and technical DevOps experience.

- Extensive experience in a wide variety of technical and leadership roles including service operations, application development, vendor management, project and portfolio management, digital security, and risk management
- Demonstrated fiscal management skills including rigorous control of operational and capital expenditures
- Strong execution skills, performance biased and delivery focused
- Resourceful problem solver through application of strong analytical skills and systematic approach

## PROFESSIONAL EXPERIENCE

06/2016 – 05/2021 Municipality of Anchorage, Anchorage, AK  
Infrastructure Services Manager

Managed integrated teams supporting MOA's network, phone, hosting infrastructure and cloud technologies.

- Developed and implemented IT technical strategy eliminating 15-year-old technology debt
  - Consolidated core platforms including 80% reduction of application hosting infrastructure
  - Converged disparate telephony systems to a single, modern platform
  - Refreshed data network from older technologies to MPLS, laying the foundation for scalable modern service offerings
- Reduced digital security risk through automating patching, enabling enterprise wide security patching within 24 hours
- Renegotiated network and phone contracts that reduced MOA monthly opex costs by 40% while improving overall user experience
- Consolidated MOA's numerous physical datacenters (DC) into GCI South Anchorage Data Center (SADC). The DC consolidation saved \$1.6m by avoiding legacy facility investment. The 10,000 sq ft datacenter was released to support APD expansion.

- State-of-the-art SADC data center consolidation delivered a highly standardized design - integrating on premise infrastructure with Microsoft Government Azure cloud hosting
- Migrated all MOA users to Office 365 and deployed Teams collaboration enabling seamless work from anywhere options
- Migrated SAP cloud hosted environment to on premise resulting in savings over 1.5 million per year, improved performance and facilitated rapid SAP system upgrades
- Developed Covid response plan including virtual desktop solution. This solution enabled any MOA employee to securely work from home with access to all MOA applications, phone numbers and call center functionality.
- Provided Tier III support for all other MOA IT organizations

01/2014 – 05-2016    Downtown Soup Kitchen / Hope Center, Anchorage, AK  
Volunteer and staff member

- Performed whatever was needed - food prep, building maintenance, client engagement, security. The experience provided me with hands on experience and insight into Anchorage's homeless challenges.

03/2008 – 03/2013    Wipro –Anchorage, AK  
Enterprise Operations Manager/Consultant

- Managed a team of 15 to support the network, security, and infrastructure operations for a large Alaska oil industry client. Responsibilities included management of 2 data centers, disaster recovery hosting environment, statewide business network, server infrastructure, and cyber security services. Extensive project management of infrastructure and service improvement projects with a solid technical understanding of the services delivered. The team was accountable for the operational delivery of computing services in a heavily virtualized Windows and UNIX environment, Cisco Network topology, NetApp NAS/SAN Storage architecture. Oracle and SQL application base. Responsible for all technical aspects of cyber security.
- Championed continuous process improvement including ITIL processes - change management, incident management, problem management and configuration management. Accountable for service level performance and operational integrity.
- Coached engineers on career development including training plans, performance reviews, and career paths

02/2003 - 03/2008    SAIC – Anchorage, AK  
Desktop Manager

- Managed desktop team for Alaska oil industry client. Responsible for planning, managing, performance measurement, budget, and schedule. Performed full range of managerial duties, including recruitment, salary administration, performance reviews, counseling, and employment development.

- Managed technical oversight of technology programs to ensure delivery against customer requirements

11/1994 - 02/2003 SAIC – Anchorage, AK  
Distributed Systems Support Manager

- Managed IT outsourcing services for multiple oil industry clients in a mixed hosting environment. Responsible for planning, managing, performance measurement, and forecasting budget and schedules.
- Managed several Datacenter facilities
- Managed server and desktop teams. Performed full range of managerial duties, including recruitment, salary administration, performance reviews, counseling, and employment development
- Managed hardware and software maintenance contacts and delivered significant value through skilled cost management
- Technical review authority of technology programs

11/1994 – 03/1986 BP Exploration Alaska, Anchorage, AK  
Technical Database Administrator and Systems Programmer

- Performed database, sysadmin and security support in a mixed infrastructure hosting environment. Provided primary technical interface with application developers and project teams Technologies included IBM Mainframe O/S and hardware upgrades, conversion of ORACLE based database application under VMS to SYBASE on a UNIX platform. Several physical datacenter consolidations and moves were also achieved during this time.
- Provided technical expertise for multiple oil industry clients in a mixed hosting environment. Accountable for all aspects of operational delivery of mainframe and UNIX hosting. Technical team lead for disaster recovery yearly testing. Senior DBA for Oracle, Sybase, Adabas. Major accomplishment was successful completion application interfaces code for all interfaces to new ERP system as well as a significant portion of the data mapping and migration from the old to new.

09/1981 – 03/1986 State of Alaska Dept. of Admin, Anchorage, AK  
Database Administrator

- Provided system support for all State of Alaska Department IT organizations. Performed system installs, patching, testing, problem resolution, performance tuning, and disaster recovery. Provided tier III application and technical support to various state agencies.

7/1976 - 08/1981 Air Traffic Controller, Anchorage, AK

- Journeyman rated Air Traffic Controller at both Anchorage International Tracon and Merrill Field tower.

## EDUCATION

- 11/76 – Graduation - FAA Air Traffic Control Academy, Oklahoma City

## CERTIFICATIONS

- Control Tower Operator – Cert #3249069
- Ground Instructor – Cert #3249069
- Airplane Single & Multiengine Land & Sea; Instrument Airplane - Cert #3249069