Rick Marshfield

"I am known to finish what I start—I think outside the box and create custom, unique solutions to address operational and systemic quandaries"

✉ marshfield@outlook.com
☎ 703-473-2944
💻 www.linkedin.com/in/marshfield

SENIOR MANAGEMENT PROFILE

DATA CENTER OPERATIONS & ENGINEERING / FACILITIES SERVICES / CONSTRUCTION MANAGEMENT
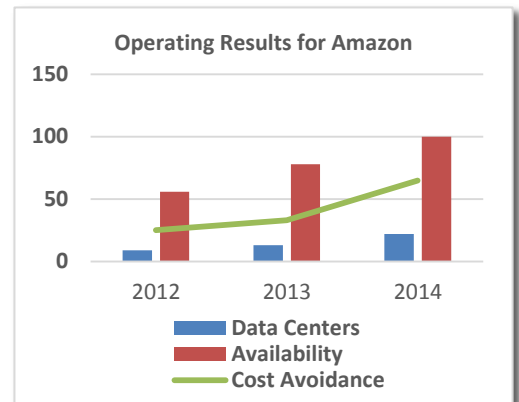### CLOUD INFRASTRUCTURE & OPERATIONS / INFRASTRUCTURE PROJECT MANAGEMENT

Innovating Operational Initiatives That Reduce Costs, Increase Productivity, Optimize Capacity And Exceed Customer Expectations For High-Growth, Hyper-Scale Organizations.

Pioneering, results-driven leader with high business intelligence, technical prowess and broad industry expertise. Record of proactive leadership, cutting-edge business solutions and responsive data center strategies that drive results in operational costs, service quality, system availability and efficiency for high expansion companies.

**Change Management – Business Engineering – Global Operating Standards – Operational Strategy & Planning
Multi-Site Data Center Operations – Technical Resource Allocation – Project Management – Disaster Recovery
Emergency Readiness – Team Leadership & Development – Finance & Capital Budgets – Service Vendor Oversight**

KEY PERFORMANCE HIGHLIGHTS & VALUE OFFERED

- Delivered **100% availability with zero large scale events** for 25 leased data center (4M+ servers), a first-of-its-kind achievement for ABC Inc.

- Generated **$30M in operational cost savings for 2 consecutive years** by employing unique in-sourcing and recruitment strategy.

- Oversaw construction, commissioning and deployment of **Evolution data center, 358K+ square feet facility**, largest one of its kind.

- Was driving force behind deployment of 13 new data centers with **advanced "chillerless" technology**, a new ABC Inc prototype.

- Groomed top performing teams and **leadership techniques that increased employee engagement** and retention.

Operating Results for Amazon — bar/line chart showing Data Centers, Availability, and Cost Avoidance for 2012, 2013, 2014.

PROGRESSIVE TECHNICAL LEADERSHIP EXPERIENCE

ABC WEB SERVICES – *provider of remote application, infrastructure and cloud computing services*   2011 to present
Engineering Manager, Infrastructure Operations

Champion business improvement, technical, infrastructure and scalable solutions to support data center platform growth into new global regions. Manage 200-person, multi-disciplinary team and implement changes to retain high availability, shrink costs, and boost service quality.

▶ **Operations Management**: Realized dramatic results under new consolidated infrastructure operations—produced 100% customer/service availability with no large scale events paired with 15% increase in new customers.

  – Curtailed escalating labor costs for 3 consecutive years—25%, 33% and 65% in 2012, 2013 and 2014.

▶ **Capacity Planning**: Consolidated all operations teams into 8 functional groups and successfully recruited and trained 120+ employees to accommodate capacity planning projections.

- **Team Training**: Increased productivity 33% by establishing highly customized training program that streamlined onboarding process and decreased learning curve for operations technicians from 9 weeks to 6 weeks.