

Alan Scholl

Cloud & Network Infrastructure Automation

Garner, NC 27529 | (919) 717-4321 | email@alanscholl.com | [linkedin.com/in/alan-scholl](https://www.linkedin.com/in/alan-scholl) | alanscholl.com

PROFESSIONAL SUMMARY

Cloud and network infrastructure professional with more than 12 years across enterprise operations, technical service delivery, and customer-facing technology environments. Includes 8.5 years supporting high-availability messaging and network-adjacent services for approximately 60,000 global users across multiple data centers. Combines enterprise operating judgment with current hands-on proof in Cisco networking, Google Cloud, Linux, virtualization, Terraform, Python APIs, PowerShell, and human-controlled automation.

TECHNICAL COMPETENCIES

Cloud, Systems and Virtualization: Google Cloud Platform, AWS, Azure, Windows Server, Active Directory, Microsoft 365, Exchange, Linux, VMware vSphere, Hyper-V, Proxmox, backup and recovery.

Networking and Security: TCP/IP, DNS, SSL/TLS, NetScaler load balancing, SMTP gateways, IP ACLs, Cisco IOS, routing, switching, VLANs, VPNs, wireless troubleshooting, email security.

Automation and Development: Python/PCEP, PowerShell, Bash, Terraform, YAML, REST APIs, FastAPI, Git/GitHub, structured testing, technical documentation.

Operations and Service Delivery: High-availability operations, incident/problem/change management, root-cause analysis, ServiceNow, BMC Remedy, SiteScope, SLA reporting, QBRs, runbooks, vendor escalation, knowledge transfer.

PROFESSIONAL EXPERIENCE

Fractional vCIO and SMB Technology Consultant | Self-Employed | Feb 2019 - Dec 2025 | Raleigh, NC / Remote

- **Infrastructure and Support:** Managed small-business networks, Windows endpoints, wireless access, printing, cloud services, DNS, email security, mobile devices, web hosting, and vendor escalations.
- **Technology Roadmaps:** Developed practical modernization plans spanning Microsoft 365, hardware lifecycles, backup and recovery, cybersecurity controls, SaaS licensing, and operational continuity.
- **Root-Cause Troubleshooting:** Isolated failures across user, device, application, network, and service-provider layers and documented repeatable support workflows.
- **Customer and Vendor Coordination:** Translated technical risk into actionable recommendations and coordinated resolution across clients, vendors, and service providers.

Owner and Lead Production Manager | Blacknight, Inc. | Jul 2016 - Nov 2018 | Durham, NC

- **Technical Operations:** Designed, deployed, tested, and operated networked audio, video, lighting, and production systems requiring rapid fault isolation and reliable service continuity.
- **Service Delivery:** Managed technical equipment, vendors, client communication, websites, documentation, and real-time recovery from hardware and software failures.

MetLife (Consultant via Capgemini / iGate)

Over an 8.5-year consulting tenure, progressed from Senior Systems Engineer to Service Delivery Manager supporting enterprise messaging and network-adjacent services for approximately 60,000 global users across multiple data centers.

Project Service Delivery Manager - Messaging and Networking | Sep 2012 - Jul 2016 | Cary, NC

- **Service Ownership:** Directed incident escalation, performance reporting, vendor coordination, continuous improvement, quarterly business reviews, and executive communication for enterprise messaging and networking services.
- **Enterprise Migration:** Supported transition planning from Lotus Notes/Domino to Microsoft 365 while maintaining service continuity through three acquired-organization integrations.
- **Cross-Team Resolution:** Coordinated technical and security resolution with Cisco, Axway, Proofpoint, internal networking teams, and external partners.
- **Operational Governance:** Connected SLA performance, root-cause findings, service risk, and corrective actions to stakeholder decisions and delivery priorities.

Messaging Operations Manager | Feb 2010 - Sep 2012 | Somerset, NJ

- **High-Availability Operations:** Managed daily operations for 65 servers and maintained 99.9% service-level compliance in a multi-user enterprise environment.
- **Network-Adjacent Infrastructure:** Managed NetScaler load balancing and SMTP gateway routing, including DNS and IP management, partner allow-lists and ACLs, and TLS certificate exchange and troubleshooting.
- **Application Connectivity:** Supported routing and IP access requirements for more than 3,500 internal and third-party applications and approximately 3,200 external partner relationships.

- **Monitoring and Process Improvement:** Calibrated SiteScope monitoring, mapped SLA rules in BMC Remedy, converted legacy workflows into ServiceNow processes, and trained operations staff during an engineering relocation.

Senior System Engineer - Messaging and Collaboration | Mar 2008 - Mar 2010 | Somerset, NJ

- **Application and Workflow Support:** Developed onboarding, IP allow-listing, and access-control applications and supported SMTP relay requirements for more than 3,500 applications.
- **ITIL Runbooks:** Created service and server runbooks that enabled Tier 1 and Tier 2 teams to resolve routine issues without unnecessary escalation.

SELECTED TECHNICAL PROJECTS

Cisco CML on Google Cloud with Read-Only MCP Inspection: Built an on-demand Cisco Modeling Labs environment on Google Cloud and a read-only Python MCP interface with four exact tools, 305 offline tests, and a live controller validation gate.

Personal LMS Grounded Tutor: Built and released a local-first grounded tutor with explicit privacy and evidence boundaries, deterministic routing, reproducible validation, and 1,177 passing tests with three skipped.

Hybrid Cloud Migration and Support Readiness: Designed an academic Microsoft 365 migration and service-transition plan covering discovery, identity, migration waves, rollback, hypercare, support readiness, stakeholder communication, and budget-integrity review.

SELECTED INFRASTRUCTURE AND SUPPORT EXPERIENCE

Enterprise Messaging and Network Services: Supported high-availability messaging, SMTP routing, NetScaler load balancing, DNS and IP management, TLS certificate exchange, partner access controls, monitoring, and service continuity across multiple data centers.

Endpoint and Hardware Support: Performed PC and mobile hardware triage, Windows recovery, endpoint cleanup, secure device configuration, memory and SSD upgrades, and repeated operating-system reimaging using vendor recovery tools.

Migration and Service Transition: Connected technical discovery, identity, migration planning, rollback, hypercare, operational acceptance, service-desk readiness, stakeholder communication, and post-transition support.

NON-DEGREE COURSEWORK AND CURRENT TECHNICAL FOCUS

IT Support Technician: Wake Tech | 144 contact hours / 14.4 CEUs | Hardware, operating systems, networking basics, virtualization and cloud concepts, cybersecurity, troubleshooting, documentation, and customer support.

Network Technician: Wake Tech | 150 contact hours / 15.0 CEUs | Linux, network devices, OSI/TCP-IP, IPv4/IPv6, routing, WAN and wireless, network management, security, cloud and virtualization, incident response, risk, and privacy.

Current hands-on focus: Cisco routing and switching, Packet Tracer and CML troubleshooting, Linux administration, cloud infrastructure, virtualization, Terraform, YAML, PowerShell, Python APIs, Git, testing, and technical documentation.

INFRASTRUCTURE, SUPPORT AND AUTOMATION STRENGTHS

- **Issue Reproduction and Validation:** Isolate symptoms, reproduce failures, capture evidence, test corrective actions, and verify restoration before closure.
- **Human-Controlled Automation:** Use AI and automation to observe, explain, map, and assist while preserving explicit operational boundaries and human accountability.
- **Technical Communication:** Translate infrastructure risk, service performance, and root-cause findings for engineers, customers, vendors, and executives.
- **Knowledge Transfer:** Create runbooks, troubleshooting procedures, support records, and handoff materials that enable repeatable resolution.

EDUCATION, CREDENTIALS AND CURRENT DEVELOPMENT

Western Governors University | B.S. Cloud and Network Engineering, Cisco Track | Begins Aug 1, 2026

Initial coursework: D419 Implementing and Administering Networking Solutions; D316 IT Foundations; D317 IT Applications.

Wake Technical Community College | Raleigh, NC

A.A.S., Information Technology - Cloud Infrastructure | Awarded May 8, 2026

A.A.S., Information Technology - Service and Support | Awarded Jul 28, 2025

Academic certificates: Information Technology: IT Foundations | Hardware Support and Repair | IT Service Technician

Earned certifications: CompTIA IT Fundamentals+ | PCEP - Certified Entry-Level Python Programmer

Cisco Networking Academy course badges: Introduction to Networks | Switching, Routing and Wireless Essentials | Enterprise Networking, Security and Automation | CCNA exam target Sep 2026