

Mike McLain

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Mr. McLain is an exceptional candidate with 20+ years of technology experience supporting both internal and consulting customers. Highly analytical, performance-focused offering extensive experience in information technology encompassing the modern data center, systems, and surrounding areas. Proven leader with a strong work ethic that leads by example with a passion for excellence. Expertise in performing installation, configuration, maintenance, and troubleshooting of various systems encompassing all areas of IT Operations.

Experience

NOVEMBER 2023 – CURRENT

Manager Technical Services / CHOC Children's, Orange, CA

- Oversees the system engineering team to ensure efficient operations and performance.
- Directs the management of Information Systems storage and servers, including software deployment, OS updates, and patches.
- Leads the implementation of IT infrastructure projects to meet organizational needs.
- Maintains a proactive focus on mitigating security risks across all IT operations.
- Develops and executes long-term strategic plans for data center technologies.
- Evaluates current technology trends, drives decision-making, and spearheads cost-saving proof-of-concept initiatives.
- Provides hands-on expertise for complex infrastructure implementations, system upgrades, and troubleshooting.
- Manages IT budgets, emphasizing cost efficiency and reduction

JANUARY 2020 – OCTOBER 2023

Sr. Manager, IT Operations / Eisenhower Medical Center, Rancho Mirage, CA

- Manages the Data Center, Desktop and Mobility Support services teams
- Management of all Information Systems storage, computers, servers, printers, mobile devices (laptops, tablets, smart phones), and associated peripherals, including the deployment of all software, operating systems and patches
- IT infrastructure implementation
- Strong focus on security risk elimination in all aspects of IT
- Execute the long-range technology strategic plans for the data center, desktop, mobility and operations teams
- Continuously assess current technology and market offerings, drive technology decisions, and lead POCs of new solutions/capabilities, often times leading to cost savings
- Hands-on technical depth enables direct oversight, problem-solving for complex infrastructure implementation, system upgrades and operational troubleshooting
- Budget and cost reduction in all areas of IT

OCTOBER 2012 – JANUARY 2020

Enterprise Infrastructure Manager / Eisenhower Medical Center, Rancho Mirage, CA

- Responsible for Data Center – Ensures that standards and procedures are followed during design and implementation of information systems – optimizing service delivery to business units
- Advises senior leadership on strategic infrastructure and architecture purchase decisions – with a focus on fiscal stewardship
- Key member of the Information Systems Incident Response team – drive critical thinking and defined processes for response to threats
- Responsible for monitoring the systems to ensure the highest level of infrastructure performance and availability
- Key member of Epic EMR implementation team and ongoing support/maintenance – increased performance and ensures critical OS patches are applied within 30 days
- Responsible for provisioning user access and staying compliant with least privilege access for job role – continual improvement in onboarding, recently moved EMR access from once a day to within 15 minutes of HRIS data entry
- Responsible for formulating contracts and securing cost-effective services by effectively handling vendor negotiations – often times anywhere from 20-50% savings from initial proposal
- Organize schedule for server updates and preventative maintenance with limited impact – most OS patches are installed within 30 days of release, or less
- Participate in on-call rotation

OCTOBER 2010 – OCTOBER 2012

Sr. Systems Administrator / Eisenhower Medical Center, Rancho Mirage, CA

- Advised leadership on strategic direction for the Data Center
- Advised on necessary budget items
- Acted as advisory support for other System Administrators
- Responsible for SAN infrastructure
- Responsible for Virtualization infrastructure, grew from 12 hosts to over 20
- Helped develop organization wide routine maintenance window to ensure security patches are applied
- Researched and recommended implementation of department-wide password management system, increasing security posture
- Responsible for securing licensing for Nessus for in-house penetration testing, increasing visibility into security opportunities
- Deploy servers according to Eisenhower and vendor requirements and standards
- Participate in on-call rotation

AUGUST 2008 – OCTOBER 2010

Systems Administrator / Eisenhower Medical Center, Rancho Mirage, CA

- Support the Data Center operations
- Directly responsible for the McKesson Horizon Linux Infrastructure
- Maintained and grew the VMware virtualization environment, 3 hosts to 12
- Assisted in maintaining Windows, Linux and HP-UX systems

- Deployed and maintained Enterprise wide Cacti and Nagios monitoring and alerting systems
- Assisted with management of 3 distinct SAN fabrics
- Key member of Data Center move, minimal downtime during migration
- Key member of incident response team that dealt with enterprise wide security incident
- Developed internal Data Center portal for tracking key information about Data Center assets and associated links used by staff, increasing efficiency and visibility
- Deploy servers according to Eisenhower and vendor requirements and standards
- Participate in on-call rotation

july 2002 – august 2008

Network Administrator / ReadyLink HealthCare, Thousand Palms, CA

- Develop and maintain Internet/LAN/WAN/Voice infrastructure utilizing industry standard best practices
- Support internal and external customers in all technological areas
- Write and enforce IT company policies both systematically and manually
- Extensive project management: needs requirement to full implementation
- Oversee documentation of systems
- Managed conversion to in-house VOIP system which led to increase operational efficiency
- On-call for critical issues affecting 24x7 operations

Skills

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|---|---|
| • Active Directory, ADFS, Group Policy | • MIS Undergrad, MBA Grad |
| • Jira | • Leadership with empathy & understanding |
| • Elastic Stack | • Strategic Planning |
| • Expert with Linux and VMware | • Process and procedure oriented |
| • Scripting/Automation | • IT Management and delegation |
| • Server Hardware: HP, Cisco, Dell | • Contract negotiations / Budgeting |
| • Storage: HP (EVA & XP), Dell (VNX, XtremIO, Isilon, PowerMax) | • Vendor Management |
| • NAS, SAN, Converged Systems | • Professional Mentorship |
| • Phone Systems: NEC, Asterisk, Cisco UC | • Career Growth |
| • Monitoring & alerting | |
| • Backup/Recovery | |
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Education

DECEMBER 2001

**Master of Business Administration / Sacramento State,
Sacramento, CA**

3.50 GPA

MAY 2000

**Bachelor of Science, Management Information Systems /
Sacramento State, Sacramento, CA**

Cum Laude, GPA 3.53

AUGUST 1996 – DECEMBER 1997

**Management Information Systems / Bradley University,
Peoria, IL**

Activities

Mentor, CHOC Mentorship Program 2024-2025

Commvault GO! Conference Panel Speaker, Commvault GO! 2017

VCE User Group Panel Speaker, VMworld 2016

Dean's List, CSUS, Spring '98, Spring '99, Fall '99, Spring '00

Member, Management Information System Association, CSUS

Vice President, Association of Information Technology Professionals, Bradley University

Fund Raising Chair, Phi Chi Theta Business Fraternity, Bradley University