MICHAEL STEVENS

PERFORMANCE-DRIVING OPERATIONS LEADER

CONTACT

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in mstevens.tech

LEADERSHIP TENETS

- Employee-First Mindset
- Team Optimizer
- Solutions-Driver
- Transparent Communicator
- Hands-On Style
- Engaged Leader
- Assumes Positive Intent
- Exercises "What If?" Outlook
- Takes Pride in Ownership
- Authentic
- Adaptive
- Respectful
- Empowering
- Tenacious

AWARDS

YAHOO "SUPER STAR" 2011

Developed and implemented a load-balancing algorithm and methodology that eliminated capacity-induced outages for that service and saved approximately $92M in Capital Expenditure.

PROFILE

A hyper-growth-driven IT and operations executive adept at extracting solutions, embracing challenges, and driving operational excellence. A catalyst for transformative solutions, my strategic prowess is rooted in a profound sense of ownership and ensuring unparalleled efficiency and success on a global scale. With an insatiable thirst for ruthless prioritization, I possess the ability to implement technology investments and core business operations that achieve impactful objectives for an organization. Dedicated to cultivating a positive and empowering atmosphere within a team, I am a powerful advocate who champions work environments where each team member excels and feels acknowledged and enriched. Recognized for my enigmatic leadership style, I have a unique ability to elicit the utmost potential from my team, simultaneously building infrastructures for high growth and challenging them to conceive sophisticated, scalable solutions that elevate the customer experience.

WORK EXPERIENCE

PROOFPOINT | San Francisco Bay Area | June 2016 – Present
Vice President, Global Operations

Oversee the core infrastructure organization's worldwide strategic vision and daily operations, including data center engineering and operations, network engineering and operations, platform engineering and operations, operations architecture, and 24x7 enterprise-wide incident response and management. Responsible for infrastructure and shared services capital planning for all production environments and regions, both on-prem and in public cloud. Technical architecture visionary for horizontal infrastructure and platforms used across all products and services in the portfolio.

- Develop an organization-wide technology strategy that supports Proofpoint's overall goals and considers priorities across Systems Engineering, Cloud Engineering, Network Engineering, Platform Operations, Platform Engineering, Network Operations Center, Service Reliability Engineering, and Data Center Engineering.
- Build reliable and scalable infrastructure and shared services that ensure global availability, integrity, and scalability for all of Proofpoint's production IT systems, applications, and infrastructure.
- Evaluate technologies for effectiveness, efficiency, cost, and security; discover and implement technology solutions.
- Serve as a key member of the CTO leadership team focused on strategy development, setting/achieving measurable goals and objectives, and developing action plans with challenging but realistic deadlines.
- Actively mentor and incubate current and future leaders within the organization via a two-way dialogue, 360° feedback, SMART goal setting and assessment, thoughtful impact conversations, job rotations (secondments), career growth planning, formal and informal training programs, and performance reviews.

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TECHNOLOGY

- AWS, GCP, and Azure
- Cloud Cost Optimization
- VMware, Canonical OpenStack, K8s
- Splunk Observability, Prometheus, Graphana
- Puppet, Chef, Infoblox, CI/CD
- IaaS, PaaS, SaaS, BMaaS
- Service Ownership Transformation
- Capacity and Capital Planning
- Data Centers & Colocation
- Information Security
- Storage Architecture
- Cloud Computing
- Performance Engineering
- PagerDuty, JIRA, ServiceNow
- Rundeck, StackStorm
- JFrog, Harness
- FedRAMP, HIPPA, PCI, GDPR, SOx
- GitHub Administration, CoPilot
- Amazon Q
- Google Vertex

INTERESTS

- Part-Time Golf Enthusiast
- Dog Lover
- Gardening and Cooking
- Home Automation
- Live Music
- Anything Near Water

EDUCATION

UNIVERSITY OF CALIFORNIA, BERKELEY
Fung Institute for Engineering
Engineering Leadership Program
(2012)

WORK EXPERIENCE

YAHOO | Sunnyvale, CA | July 1999 – April 2016
Senior Director, Production Engineering (Mobile Search)
Senior Director, Production Engineering (Communications Platforms)

Served as an integral part of Yahoo in its early days, starting as a near-entry-level employee (Jr. Systems Administrator, Data Center Technician, NOC Automation Engineer) and ascending to senior leadership roles. Tenure was distinguished by my diverse roles within the organization, which reflected my commitment to continuous growth and adaptability. During my time, I directed various engineering and operations departments and created several first-ever systems for the organization.

- Strategically hired, trained, and led a global team of embedded "Production Engineers" across Europe, Southeast Asia, and North America.
- Implemented operational readiness of Yahoo's "Communications" portfolio of properties, then the next generation of Mobile Search initiatives.
- Responsible for capacity planning to account for organic and inorganic growth and accurately forecasted annual capital expenditures up to $100M for Yahoo Mail, Yahoo Groups, Yahoo Messenger, Flickr, and Yahoo Answers.
- Served globally as key, cross-functional liaison with Legal, Infrastructure Operations, Product Management, Software Engineering, Customer Care, and Strategic Partner Operations.
- Achieved more than a 48% reduction in user-impacting capacity-induced service outages and a 21% performance improvement for the Yahoo Mail product.
- Cultivated and maintained technical relationships valued at over $100 million annually with various partners, including AT&T, Rogers, Verizon, BT, and Telecom New Zealand.
- Built Yahoo's first fully automated internal outage notification system and the company's first change request/management tracking system.

GEOCITIES, INC. | Marina Del Rey, CA | February 1997 – July 1999
Operator/Operations Lead/Systems Administrator

First operations staff member to be hired. Built and led a team of eight full-time employees before moving into a System Administration role. Performed capacity management, proactive system maintenance, tools development, and technical writing.

- Effectively managed the administration of approximately 200 production and test-environment Sun Sparc servers spanning three sites.
- Proficiently planned and executed two major site architecture upgrades prior to acquisition for $3.56B by Yahoo in 1999.