

Mike Noe

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Director of Infrastructure & Operations

Infrastructure & Operations | Hybrid Cloud Architecture | IT Service Management | Digital Transformation | Team Building & Leadership

Infrastructure & Operations leader with 15+ years of experience delivering scalable, secure, and highly available enterprise infrastructure. Proven track record in hybrid on-premises/cloud architecture, disaster recovery planning, IT service management, and operational excellence. Recognized for driving digital transformation through automation, containerization, and data-driven operations while building high-performing global teams. Demonstrated success aligning technology strategy with business objectives — reducing costs by millions, improving reliability, and enabling continuous delivery across complex, multi-platform environments.

AREAS OF EXPERTISE

Project Management • Agile Methodologies • ITIL Service Management • High Availability Architecture • Cloud Computing • Change Management • Disaster Recovery / Business Continuity • Infrastructure Automation • Configuration Management • Vendor Management • Capacity Planning • Data Center Operations • LAN/WAN Services • Service Delivery • Process Improvement • Cybersecurity

PROFESSIONAL EXPERIENCE

SAGE LOGISTICS SERVICES INC. | BRENTWOOD, TN

JAN 2024 TO NOV 25

Sr. Director of Information Technology

Built and led domestic & international IT and operations teams responsible for all internal software and infrastructure supporting brokerage, tracking, finance, and management departments. Instituted Agile project management practices, increasing throughput 71% YOY. Spearheaded two profit-margin initiatives delivering combined savings of nearly \$1.3M annually, and identified nearly \$300,000 in extraneous operating expense reductions within 10 months.

- Implemented a measurable AI strategy to perform a number of tasks such as making & receiving calls, writing & reviewing code, and UI testing.
- Established KPI-driven feedback loops across engineering and operations — daily stand-ups, automated dashboards, and executive reporting — driving operational accountability and real-time performance visibility.
- Developed Standard Operating Procedures and ITIL-aligned service management practices (Incident, Problem, and Change Management) to instill operational discipline, reduce mean time to resolution, and build organizational trust.
- Worked side by side with the architect, engineers, and operations folks to build and design software to manage freight at all levels. From order/load creation to invoicing.
- Managed vendor contracts, SLAs, and IT & Operations budgets in a lean-margin environment, including selection and oversight of technology partners and preparation for financial and technical audits.
- Directed LAN/WAN infrastructure and telecommunications services, overseeing network reliability, connectivity, and security across domestic and international operations.

TEMPLUM INC. | NEW YORK, NY

JULY 2021 TO JAN 24

Director of Infrastructure

Designed, built, and maintained scalable, highly available hybrid infrastructure to optimize service delivery across production, QA, and development environments. Led cross-functional collaboration with development, security, business, and operations teams to align infrastructure strategy with organizational objectives and high-availability SLAs.

- Provided transformative leadership to a global remote team of 20 engineers, driving a 625% increase in infrastructure throughput and 99% reduction in deployment times while maintaining 99.9%+ system availability.
- Automated .NET microservices deployment to Azure Kubernetes clusters, reducing new environment build time by days, utilizing Terraform, PowerShell, Python, Bash, and Ansible.
- Championed shift-left security culture by implementing NIST Security Framework-based plans and integrating automated vulnerability scanning and code quality checks directly into the CI/CD pipeline, reducing exposure to critical threats.
- Elevated observability using Datadog Dashboards, Reports, Anomaly detection, and Synthetic Tests, closely monitoring critical performance indicators.
- Trained, grew, and scaled agile team of twenty talented engineers to ensure strategic application of product enablement strategies while evolving a portfolio of software products and solutions.
- Managed cloud and hybrid network infrastructure including VPCs, VPNs, peering connections, and network security groups across Azure environments, ensuring secure and highly available connectivity for all production workloads.

CITIZENS BANK | FRANKLIN, TN

MAY 2018 TO JULY 2021

Sr. Platform Engineer

Built and implemented enterprise monitoring with Inстана, enabling predictive incident detection and enforcing high-availability SLAs across hybrid on-premises and cloud infrastructure. Leveraged Ansible, Python, Terraform, and Cloud-Init to align monitoring with cybersecurity and compliance requirements.

- Engineered infrastructure-as-code solutions using Terraform, Ansible, Python, Cloud-Init, and BASH across hybrid vSphere and AWS environments, and standardizing provisioning across on-premises data centers and cloud platforms.
- Trained and directed global teams to autonomously deploy environments via GitLab's CI/CD pipelines, improving developer productivity, agility, and code quality with 93% reduction in deployment times.
- Drove innovation and technical evolution within the organization by transitioning Swarm workloads to Kubernetes and co-presented findings at DockerCon Barcelona 2018.
- Guided the seamless migration of legacy development teams to the Docker Enterprise platform, culminating in a remarkable 200% surge in throughput and enhanced control over QA and release management.
- Implemented ITIL-aligned change management controls governing system vulnerability scanning, CMDB updates, and resource tracking — ensuring governance, auditability, and compliance across the full infrastructure estate.
- Co-hosted two influential DockerCon conferences, bolstering the organization's thought leadership in Kubernetes, Docker Swarm, and CI/CD, driving streamlined and high-performing DevOps practices.
- Led disaster recovery planning and business continuity testing across on-premises and cloud environments, defining RTO/RPO targets, maintaining runbooks, and conducting regular failover exercises to ensure organizational resilience.
- Managed LAN/WAN and network infrastructure supporting development, QA, and production environments across on-premises data centers and cloud platforms, ensuring secure, high-availability connectivity.

LYRIC FINANCIAL | NASHVILLE, TN

JUNE 2017 TO DEC 2017

Sr. DevOps Engineer

Managed and integrated Amazon's Alexa to boost user experience while delivering real-time notifications and automated reports on performance metrics and setting new industry standards. Ensured unwavering system reliability and data integrity by scheduling and executing AWS penetration testing, validating robust security measures.

- Spearheaded the design and maintenance of AWS infrastructure, employing Terraform, Cloud-Init, and a suite of AWS tools, reducing provisioning time by 80% and operational costs by 20%.
- Established in-house pipeline for automated testing to drive gated release steps for production, which led to accelerating software delivery and enhancing system reliability.
- Developed and implemented a DevOps enablement strategy, establishing enterprise-wide security standards to reduce security vulnerabilities and foster seamless collaboration between teams.
- Crafted proposals and budgets for quarterly planning, aligning financial resources with strategic objectives and ensuring the successful execution of our DevOps enablement initiatives.

CIGNA-HEALTH SPRING | NASHVILLE, TN

OCT 2016 TO JUN 2017

Release Engineer

Built and maintained CI/CD pipelines to elevate code quality and enable faster time-to-market. Optimized the software development lifecycle by identifying pain points and productivity bottlenecks and implementing creative solutions for seamless workflow. Collaborated with development teams to assess existing build and release workflows for substantial process enhancements.

- Pioneered AWS and Azure exploration, migrated critical apps, and steered cloud resource utilization that decreased infrastructure costs while maintaining high availability and scalability.
- Established automation processes and policies, defining secure, scalable patterns and syntax, resulting in 98% reduction in release times and production support issues by using Octopus Deploy, RedGate, TestComplete, and Visual Studio Team Foundation Server tools.
- Championed automation of development-to-production build, test, and release processes, minimizing deployment time.
- Fostered a DevOps culture that boosted team productivity, improved adherence to best practices, and accelerated software delivery through cross-functional collaboration and tailored training programs.

HEALTHSTREAM INC. | NASHVILLE, TN

MAR 2015 TO OCT 2016

Configuration Management, Manager

Partnered with the Director of Site Operations to govern data center operations and establish a technology board driving internal project execution. Recruited, onboarded, and developed CM engineers across all phases of infrastructure delivery — from requirements gathering through production deployment.

- Orchestrated automation and configuration management initiatives, achieving annual cost savings exceeding \$1M.
- Pioneered Proof of Concept projects with Azure and Amazon Web Services to harness the full potential of cloud technologies.
- Led data center capacity planning and end-to-end implementation of Hyper-V and VMware upgrades, encompassing procurement, installation, and ongoing maintenance — delivering enhanced system performance, scalability, and long-term reliability.
- Developed and maintained disaster recovery plans and business continuity procedures, conducting regular DR tests to validate RTO/RPO targets and ensure organizational resilience against system outages.
- Managed LAN/WAN infrastructure, network storage, and telecommunications services supporting data center operations and enterprise-wide connectivity.

HEALTHSTREAM INC. | NASHVILLE, TN

MAR 2014 TO MAR 2015

Release Engineer

Ensured end-to-end quality across functions and improved all development phases by applying DevOps approach, troubleshooting root causes for prompt issue resolution. Devised and implemented deployment strategies, harnessing PowerShell to automate infrastructure setup, driving heightened productivity, improved application performance, and elevated service quality.

- Employed PowerShell, BASH, and TFS to automate virtual machine management on VMware platforms, significantly reducing manual effort and notably enhancing product quality while bolstering operational agility.
- Oversaw the configuration and optimization of 40+ development environments, ensuring peak performance across Windows Server, F5 Big-IP, and SQL Server.
- Facilitated the adoption of a CentOS server for a Redis cache cluster, delivering substantial cost and time savings, while consistently innovating to reduce expenses at the development level.

CACI, Inc. | Fort Campbell, KY

Nov 2011 to Mar 2014

System Engineer III

Managed all IT resources related to the Foundry program used for training and operations. Standardized the first Windows Deployment Server to be used by the Foundry program, reducing the time to stand up new PCs from weeks to minutes. Supported many remote facilities across the United States. Designed and maintained fiber optics networks on NIPR, SIPR, & JWICS.

- Created and deployed Windows XP, Server 2003, & Windows 7 images to thousands of PCs and servers.
- Design and standardized new deployment processes and policies to reduce the maintenance cost and personnel requirements.
- Owned the support & maintenance of all networks, servers, printers, and other resources required to support the Foundry program.
- Developed a PowerShell policy and procedures document that convinced CACI, Foundry, and the NSA to adopt the practice.

U.S. Army (Medically Retired) | Fort Hood, TX

Sep 2006 to June 2010

Military Intelligence System Maintainer (33W)

Built and maintained all systems related to supporting military intelligence gathering missions. Obtained a Top Secret clearance with SCI + polygraph. Supported missions in Iraq and Afghanistan from III Corps, Fort Hood, TX.

- Maintained all network and resource certifications for all III Corps systems.
- Introduced PowerShell as a standard practice for managing the PCs and servers further increasing the capabilities of our team.
- Created and maintained a helpdesk standard to maximize security controls and accountability for our most sensitive assets.

EDUCATION

Master of Science in IT Management, Lipscomb University, Nashville, TN

Bachelor of Science in Information Technology, American Public University, Charles Town, WV

AWARDS & HONORS

Capital Markets Infrastructure Provider of the Year, Templum, Inc. (2023)

Best Alternative Asset Marketplace Technology Provider, Templum, Inc. (2022)

Best Cloud-Based Trading Environment, Templum Inc. (2022)

Digital Transformation Award, Franklin American Mortgage, Inc. (2019)

TECHNICAL SNAPSHOT

Infrastructure Platforms: AWS, Azure, VMware, Hybrid On-Prem/Cloud

Infrastructure as Code (IaC): Terraform, PowerShell, Python, TypeScript, Ansible, Pulumi

Containers: Kubernetes, Docker, AKS, EKS

Monitoring & Analytics: Datadog, Instana, New Relic

Security & Compliance: NIST Security Framework, Vulnerability Scanning, DR/BC Planning

Service Management: ITIL-aligned Incident, Problem & Change Management

Networking: LAN/WAN, VPN, Network Security

Operating Systems: Unix RHEL, Linux Debian, Ubuntu, Windows Server

Data Management: SQL Server, Redis, Postgres

Automation & Integration: CI/CD Pipelines, Database Migrations