

# MICHAEL LEE DUNN JR.

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## PROFESSIONAL PROFILE

I lead global IT operations where failure is not an option. At AWS, I reduced critical escalations by 43%, achieved full security compliance, and saved €500,000 annually through disciplined cloud management. In logistics, I increased service levels from 30% to 98% and boosted customer satisfaction by 45%. In government, I built platforms that kept more than 5,000 people constantly connected. I don't sell hype. I fix what's broken and build systems that last. I am a people-first leader who prioritizes the team over KPIs, highlighting their skills without compromising team dynamics. When pressure builds, I don't sit behind a desk. I prepare with my team, demonstrate how it's done, and stand with them until the end. My MBA focused on operations and finance. My doctoral research enhances my perspective on public policy and leadership, and my accounting training allows me to speak the CFO's language and ensure honest spending.

## CORE LEADERSHIP STRENGTHS

- People-first leadership
- Global team management
- Enterprise IT operations and transformation
- Security and risk governance
- Cloud modernization and FinOps
- Service reliability and customer outcomes
- Stakeholder and executive communication

## PROFESSIONAL EXPERIENCE

### Amazon Web Services (AWS), Dublin, Ireland

#### IT Manager II, Operations (Service Experience Owner, CloudHSM and Deployment) | Dec 2022 to Present

Direct global service operations for CloudHSM security infrastructure and Deployment platforms.

- Led multi-shore engineering teams (11 to 31 across EMEA and AMER), achieved 100% security compliance, and reduced critical escalations by 43%.
- Strengthened resilience with Zero Trust API validation and automated patching, reducing exposure by 56%.
- Delivered €500,000 in annual savings through FinOps and reusable knowledge assets, reinvesting the savings into automation.
- Built a talent pipeline through the Personal Development Day program, producing 8 internal promotions in under two years.
- Piloted LLM-powered Infrastructure as Code pipelines, accelerating secure deployment automation by 35%.
- Supported more than 35 engineer transitions via promotions and lateral moves from 2022 to 2025.
- Built a global Lunch and Learn program that enables managers to learn from one another and share proven playbooks.
- Led from the front during high-severity incidents, kept rooms calm, shielded engineers, and restored service quickly with clear executive updates.

### Amazon Logistics, Montélimar, France

#### IT Manager II, Regional | Jul 2021 to Dec 2022

Oversaw IT operations for 28 logistics hubs across Southern Europe.

- Modernized Cisco and Microsoft stacks through structured vendor lifecycle management.
- Raised SLO compliance from 30% to 98% and cut TWFL (*time with front line*) by 78%.
- Lifted customer sentiment by 45% by fixing reliability gaps that hurt users.
- Mentored more than five engineers into leadership roles, including the Amazon Warriors EU lead.
- Led a global ServiceNow rollout that standardized IT service delivery across regions.

**California Department of Water Resources, Sacramento, CA**  
**IT Solutions Architect | Jul 2019 to Jul 2021**

Designed cloud-based telemetry and risk-management frameworks adopted by 15 state agencies, doubling efficiency and ensuring compliance.

**City of Daytona Beach, Daytona Beach, FL**  
**Infrastructure Specialist | Apr 2018 to Jul 2019**

Led AWS and Office 365 migration and ServiceNow integration, cutting incident resolution times by 40%.

**GEICO, Chevy Chase, MD**  
**Network Infrastructure Engineer | May 2014 to Apr 2018**

Modernized the national Cisco network and resolved 13 critical outages, preventing more than \$100 million in losses.

**EDUCATION**

- MBA, Master of Business Administration | Liberty University | 2021
- B.S., Interdisciplinary Studies | Liberty University | 2019
- Ph.D., Public Administration (dissertation phase) | Liberty University | Expected 2026

**CERTIFICATIONS**

Lean Six Sigma Yellow Belt (LSSYB) | Amazon Associate Speaker | Certified Ethical Researcher (CER)

**PUBLICATIONS**

Invisible Bias Field: A guide to bridging generational divides and addressing cultural microaggressions.

Mentor Without a Title: A framework for leading through influence and building a resilient culture.

Old School Professionalism: A modern approach to accountability, trust, and effective communication.

Leaving the US: A strategic guide to global relocation, compliance, and cultural adaptation.

Fiction: The Last of the PUCA and The Silver Hand of Tara

**ADDITIONAL CAPABILITIES**

- Corporate finance and capital planning, budgeting, and variance analysis (MBA)
- Accounting fundamentals and cost control, management reporting (MBA)
- Policy analysis, regulatory impact, governance design (Ph.D. research)
- Program evaluation and statistics, experimental design, and regression (Ph.D. methods)
- Data analysis and dashboards with Excel and Power BI, SQL basics (MBA projects; self-study)
- Technical writing and executive briefings, publication-ready copy (published author; executive updates in public sector and AWS)
- Facilitation and leadership coaching, workshop design (AWS Personal Development Day; global Lunch and Learn program)

**TECHNICAL PROFILE**

Platforms: AWS (CloudHSM, FinOps, Deployment), Azure, ServiceNow, SharePoint, Esri GIS, Cisco

Frameworks: ITIL, DevOps, SRE, Agile, BizOps, Value Stream Mapping, Infrastructure as Code

Languages: English (native), French (basic), Spanish (basic)

**Current Projects**

*Project 1:* Building my own brand for Publications and “Old-School” style at InkandIron.ie

*Project 2:* 8 manuscripts in the works, while also teaching a partner for my brand development.