

MICHAEL LEE DUNN JR.

Director of IT Operations | Global Infrastructure & Security Leadership

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EXECUTIVE SUMMARY

IT operations leader with a decade of progressive global responsibility, most recently owning Director-scope operations at AWS across EMEA and AMER. Proven record of transforming underperforming operations into resilient, high-compliance environments: reduced critical escalations 43%, achieved 100% security compliance, and delivered €500,000 in annual savings through disciplined FinOps and automation investment. Equally effective managing \$100M-risk infrastructure at GEICO and building enterprise platforms for 5,000+ state government users. MBA-grounded in P&L management and capital planning. Doctoral research in Public Administration sharpens strategic and governance thinking. Leads from the front — builds talent pipelines, stands with teams through high-severity events, and reports directly to executive leadership with clarity and credibility.

CORE COMPETENCIES

Global IT Operations	P&L & FinOps Management	Security & Compliance	Director-Level Leadership	Enterprise Transformation
Cloud Infrastructure (AWS/Azure)	Incident & Escalation Mgmt	Vendor & SLA Management	Talent Development	Stakeholder & Board Comms

PROFESSIONAL EXPERIENCE

IT Manager II – Global Operations (Director-Scope)

Dec 2022 – Present

Amazon Web Services (AWS) | Dublin, Ireland

Serve as Service Experience Owner for CloudHSM and Deployment Infrastructure — AWS's enterprise security and deployment backbone. Own operations, budget, vendor relationships, and P&L accountability across multi-shore engineering teams of 11–31 FTEs spanning EMEA and AMER.

- Achieved 100% security and patching compliance across all supported services while reducing critical escalations by 43% — directly protecting enterprise customer SLAs and AWS's regulatory standing
- Delivered €500,000 in annual cost savings through cloud FinOps discipline, reusable knowledge asset development, and process optimization; reinvested savings into automation roadmap
- Reduced organizational security exposure by 56% through Zero Trust API validation frameworks, automated compliance controls, and IaC security standards aligned to industry regulations
- Accelerated secure deployment automation by 35% via CI/CD pipeline optimization, infrastructure-as-code innovation, and cross-team DevOps adoption
- Built director-caliber talent pipeline: 8 internal promotions in under two years; 35+ engineer career transitions supported through structured coaching and leadership development
- Founded and scaled global Lunch & Learn program standardizing operational playbooks and scaling institutional knowledge across distributed regions — reducing single-point-of-failure risk in people and process

IT Manager II – Regional Operations

Jul 2021 – Dec 2022

Amazon Logistics | Montelimar, France

Accountable for IT operations across 28 logistics hubs in Southern Europe. Managed vendor relationships, service delivery, budget allocation, and regional technology strategy for frontline operations serving tens of thousands of workers.

- Transformed regional service compliance from 30% to 98% through structured lifecycle management, proactive maintenance, and vendor performance optimization
- Increased customer satisfaction 45% by systematically closing reliability gaps and establishing end-user feedback loops tied to measurable SLO targets
- Reduced time-with-frontline support by 78%, returning operational capacity to frontline staff and management
- Led ServiceNow-based global service management platform rollout, standardizing ITIL-aligned IT delivery across multiple European regions
- Mentored 5+ engineers into leadership roles including Amazon Warriors EU lead — demonstrating commitment to succession planning and organizational depth

IT Solutions Architect

Jul 2019 – Jul 2021

California Department of Water Resources | Sacramento, CA

- Designed enterprise telemetry and risk management platforms adopted by 15 state agencies, supporting 5,000+ public servants with zero-downtime delivery during critical water operations
- Doubled operational efficiency while maintaining full regulatory compliance with state and federal data protection requirements; implemented governance frameworks used across interagency operations

Infrastructure Specialist

Apr 2018 – Jul 2019

City of Daytona Beach | Daytona Beach, FL

- Led municipal cloud migration and ITIL service management modernization; reduced incident resolution times by 40% and improved service delivery for citizens and city departments

Network Infrastructure Engineer

May 2014 – Apr 2018

GEICO | Chevy Chase, MD

- Modernized national network infrastructure across 50+ data centers and 300+ field locations supporting millions of policyholders
- Resolved 13 critical network outages through rigorous root cause analysis and preventive design, avoiding more than \$100 million in business losses

EDUCATION & CREDENTIALS

MBA, Operations Management & Corporate Finance | Liberty University | 2021

B.S., Interdisciplinary Studies | Liberty University | 2019

Executive Development: Ph.D., Public Administration | Liberty University | *Advanced Dissertation Stage (Policy, Governance & Organizational Leadership)*

CERTIFICATIONS & TECHNICAL PROFILE

Certifications: Lean Six Sigma Yellow Belt (LSSYB) • Certified Ethical Researcher (CER) • Amazon Associate Speaker

Cloud & Infrastructure: AWS (CloudHSM, EC2, S3, IAM, Lambda, CloudFormation, Systems Manager, FinOps) • Azure • Terraform • Ansible • Infrastructure as Code

Platforms & Frameworks: ServiceNow (ITSM/ITOM/CMDB) • ITIL v3/v4 • DevOps / SRE / Agile • Zero Trust Architecture • NIST CSF • ISO 27001 • SOC 2 • Esri GIS • Cisco Enterprise

Business & Analytics: Power BI • Excel (Advanced) • SQL • Python • Financial Modeling • Budget & Variance Analysis • ROI & Cost-Benefit Analysis