

Alan Levin

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EXECUTIVE SUMMARY

A transformational leader with a track record of driving mission critical initiatives supporting cloud services for Oracle, eBay, PayPal, Skype, Ericsson, Microsoft, and WebEx. Hands-on builder and technology leader with deep expertise in service operations, incident and problem management, software delivery transformation and technical program management. Passionate about building top-notch teams, driving innovation and delivering operational and service excellence.

EXPERIENCE

Oracle

Mar 2023 – Present

VP, Technical Program Management

- Leading Oracle Applications Lab's (OAL) Program Management team that drives automation and tooling programs to accelerate data center buildouts, improve operations, and enable Oracle's massive AI infrastructure growth.
- Established OAL's Major Incident and Problem Management framework, serving as Incident Commander for critical issues. Drove proactive monitoring, structured response, Jira based problem tracking, and use of AI assisted root cause analysis to accelerate resolution and drive corrective and preventive actions.
- Identified and drove major improvements in OAL's software delivery process by transitioning from SAFe to lightweight Agile methods that recovered over 10% of development resources within 3 months. Annual resource recovery is >\$10M while improving time to market and developer satisfaction.
- Defined the governance standards and review cadence for OAL's Critical Programs to accelerate high quality decisions. Built a Program and Portfolio Intelligence Platform with Codex and Oracle APEX to enforce the standards and enable actionable insights from program execution to executive reviews.
- Led the Cerner Operational Integration that transitioned Quote-to-Cash capabilities from multiple 3rd party suppliers to Oracle's Fusion stack in nine months. Aligned executive leaders, business and engineering stakeholders to avoid multi-million dollar contracts and improve the QtC experience.

Oracle

Mar 2018 – Mar 2023

VP, SaaS Production Engineering

- Transformed a reactive Enterprise Operations organization into a proactive Cloud DevOps team supporting maintenance, work requests, monitoring, and 24x7x365 incident response across Oracle's SaaS portfolio.
- Developed the Incident Management process and tooling framework for Oracle's SaaS portfolio which has enabled self-healing, led to an increase in quality and reduced time to mitigate (TTM) by over 35% since program inception. Partnered across Oracle to drive down TTM through problem management and continuous improvement programs.
- Restructured and modernized a 300-person organization while lowering costs by more than 50%. Avoided approximately \$36M in cost over 3 years through automation, shift-left opportunities, best-shore delivery, and organizational optimization.
- Focused relentlessly on the customer experience to improve detection of issues and reduce time to notify customers of impacting events by 50%. Drove the migration from siloed tools/teams for signal collection, alerting, correlation and response to an integrated full cycle capability that enables more rapid response.
- Led an effort to reduce work request volume coming into the Production Engineering team that eliminated 50% of the volume while improving first touch resolution/days to solve through automation and self-service.
- Selected to manage major initiatives including business continuity in response to the Covid-19 pandemic and the operational integration of Cerner Healthcare.

Ericsson/MediaFirst

Jan 2014 – Mar 2018

VP, Service Delivery and SRE

- Established Dev/Ops model and built a Global Service Center for B2B2C Media solutions. Partnered with operators, Azure, development, product management, and field resources to launch MediaFirst, a V1 SaaS TV platform.
- Hired and led a global team of 40+ service engineers, SREs, CI/CD engineers, program managers, architects, and developers delivering and supporting 24x7x365 TV solutions.
- Achieved >99.99% availability and consistently met SLAs while supporting 10x demand growth through proactive surveillance, automation, HA cloud architecture, SRE discipline, and world-class incident/problem management.

- Led customers and Ericsson through mission critical programs related to key Dev/Ops capabilities. Drove processes related to CI/CD, feature toggles, Blue/Green releases to deliver a high quality and feature rich TV platform. Implemented an Agile release model that reduced time to market by over 50% with carrier grade availability.

Microsoft

Mar 2006 – Jan 2014

Director, Service Engineering and Hardware Delivery Solutions

- Led budget, strategy, and operations for a 24x7x365 Service Operations Center providing monitoring, venture integration, incident, change, release, and problem management for Microsoft cloud services.
- Managed major integration and service launches for acquisitions including FAST Search, Skype, and Yammer. Selected to lead disaster recovery remediation for a business generating more than \$1M per month.
- Created Hardware Delivery Solutions team to address infrastructure delivery delays threatening Hotmail growth, aligning program management and engineering around cycle time, quality, delivery-to-promise, and cost per deployment.
- Drove infrastructure delivery cycle-time reduction across vendors, data center operations, network engineering, asset management, and business groups. Reduced cycle time by >50% and improved customer satisfaction from 66% to 95%.
- Scaled cloud deployment service to support 5x year-over-year demand growth across Azure, Xbox Live, Messenger, Windows Live ID, and other mission-critical properties.

eBay

Jul 2004 – Mar 2006

Manager, Service Operations

- Oversaw day-to-day operations of change, release and problem management while developing processes and tools for both eBay.com and PayPal.com site operations. Focus areas included incident, change, and problem management, infrastructure delivery, capacity management, and disaster recovery.
- Program managed PayPal's "Availability Steering Committee" to identify and manage key availability initiatives which resulted in improved availability of >99.95%. Developed and helped implement tactical and strategic initiatives related to people, process and technology.
- Worked with technical resources to create disaster recovery plans and update plans to support business continuity. Facilitated tests of plans and participated in 3rd party and internal audits (e.g. SOX, FSA, ACH, etc.).
- Developed a capacity planning and infrastructure delivery process which helped eliminate capacity driven outages by identifying and addressing capacity risks months in advance of service impact.

WebEx

Jun 2000– Jul 2004

Sr. Manager, Service Operations

- Managed data center operations to support 24x7x365 monitoring and deployment of cloud based (SaaS) solution.
- Increased service availability from 99.95% to 99.99% by working cross functionally with teams in engineering, product management, and customer care to implement key operational processes and address service-related risks.
- Worked with IT, technical support and service teams to develop and roll out self-service capabilities that reduced call volumes >20%. This included support.webex.com, registeronline.webex.com and the use of IVR/ACD technologies.
- Built service provisioning and customer onboarding capabilities to scale operations in support of 80x customer growth.
- Pioneered offshore operations and automation, reducing cycle times by more than 50% and avoiding over \$1M annually.
- Specified requirements and shipped a custom CRM solution in under 6 months. Drove overage business model capabilities contributing more than \$100K per quarter pre-IPO.

Intel Corporation

Jan 1996– Jun 2000

Strategic Supply Planning

- Developed product build strategies and what-if models for Intel Architecture microprocessors, supporting build plans exceeding 100M units annually and reducing analyst effort by more than 25%.
- Automated build-plan analysis, reduced monthly planning effort by 50%, created worldwide inventory management process, and drove production scheduling changes saving 40 hours per week at each of 5 Intel sites.

EDUCATION

Carnegie Mellon University, Pittsburgh, PA | Bachelor of Science, Industrial Management

Captain, Varsity Soccer