

ROBERT FRIEND

IT Infrastructure & Operations Leader · Hybrid Cloud · Team Leadership

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IT infrastructure and operations leader with 30 years of experience, including 15+ years leading enterprise-scale compute, storage, virtualization, and hybrid cloud environments. Proven track record of building operational discipline from the ground up, leading distributed engineering teams through major platform modernizations and corporate acquisitions, and establishing the lifecycle governance, security posture, and service delivery standards that keep complex environments running reliably. Known for enabling team ownership, developing engineers, and staying hands-on enough to earn technical credibility with the people doing the work.

CORE COMPETENCIES

VMware vSphere · VCF · vSAN · HCX · SRM	Team Leadership · Coaching · Talent Development
Hybrid Cloud Architecture · Azure · AWS	Lifecycle Management · EOL · Patch Governance
DR/BCP Planning · RTO/RPO Validation	Vendor Management · Contract Negotiation · Budget
Vulnerability Remediation · Security Posture	Architecture Standards · Technology Roadmaps

PROFESSIONAL EXPERIENCE

Engineering Manager, Private Cloud Engineering · First Republic Bank | JPMorgan Chase

2022 - 2025 · Boston, MA |

100+ billion dollar FDIC-regulated institution · ~500 hosts · ~10,000 VMs · Multi-site distributed environment

- ▶ Led private cloud engineering organization through VMware VCF modernization on VxRail, a 1,200-workload migration to VMware Cloud on AWS using HCX, and the structured decommission of the bank's entire private cloud following the FDIC-brokered sale to JPMorgan Chase, maintaining continuous availability throughout.
- ▶ Established lifecycle management as a core operational discipline, tracking firmware currency, patch status, end-of-support dates, and hardware EOL across the VMware environment and integrating that work into the team's continuous operational backlog.
- ▶ Built and enforced architecture standards, engineering governance, and build-to-run service transition processes across on-premises and hybrid cloud compute platforms.
- ▶ Owned vendor relationships, infrastructure budget, and contract negotiations across the VMware, compute, and storage portfolio throughout modernization, stabilization, and wind-down.
- ▶ Led and developed a distributed engineering team across multiple geographies, maintaining retention of senior talent through two years of sustained organizational uncertainty.
- ▶ Partnered with information security on vulnerability remediation, driving a multi-year backlog of unpatched ESX hosts to near-zero exposure through SLA-based controls and automated remediation workflows.

Lead Virtualization Engineer / Technical Team Lead · First Republic Bank

2017 - 2022 · Boston, MA / San Francisco, CA |

Regulated banking environment · ~500 hosts · ~10,000 VMs · Offshore contractor management

- ▶ Owned infrastructure architecture, engineering standards, incident response, and change governance across distributed enterprise datacenters as the senior technical escalation point.
- ▶ Built vulnerability remediation program from scratch, operationalizing 30/60/90-day SLA controls and a semi-automated detection-to-closure remediation workflow.
- ▶ Deployed Aria Operations (vROps) and Log Insight, establishing monitoring baselines, proactive alerting, capacity management, and ServiceNow integration for automated incident generation.
- ▶ Developed PowerCLI and PowerShell automation to standardize configuration management and improve consistency across lifecycle and deployment procedures.

Virtualization SME / Engineering Lead · CVS Health

2014 - 2017 • Cumberland, RI |

Enterprise retail and corporate infrastructure • ~1,000 hosts • ~10,000 VMs

- ▶ Architected and modernized enterprise VMware platform including migration of 2,000+ workloads from legacy infrastructure across HPE BladeSystem C7000 compute, establishing new architecture standards.
- ▶ Owned capacity planning, patch governance, lifecycle management, and runbook development to reduce unplanned disruption at enterprise scale.
- ▶ Led DR program improvements through recovery topology redesign and testing cadence validating capabilities against defined RTO/RPO targets.

Senior Engineer / Virtual CIO • IT Consulting

2006 - 2014 • Greater Boston, MA |

IT managed services • Multiple concurrent financial and professional services clients

- ▶ De facto IT leader for multiple concurrent clients in financial services, professional services, and manufacturing. Managed infrastructure strategy, vendor relationships, and technology roadmaps for organizations where reliability and every technology dollar had to justify itself.
- ▶ Designed and implemented VMware virtualization, storage, networking, and backup and recovery architectures across multiple simultaneous client engagements.

TECHNICAL EXPERTISE

Virtualization & Compute VMware vSphere, ESXi, vCenter, VCF, VxRail, vSAN, NSX, HCX, SRM, Aria Operations (vROps), Log Insight, VMware Cloud on AWS, Cisco UCS, HPE BladeSystem C7000

Storage & DR NetApp, Dell Equallogic, vSAN, SAN/NAS, VMware SRM, Zerto (DR exercise execution), DR Planning, RTO/RPO Validation

Cloud & Hybrid Microsoft Azure (AZ-900), AWS (CCP), Hybrid Cloud Architecture, VMware Cloud on AWS, On-Premises Data Center Operations

Systems & Identity Windows Server, Active Directory, DNS, DHCP, Group Policy, TCP/IP, Firewalls, VPN

Automation & Monitoring PowerShell, PowerCLI, Aria Operations, Log Insight, ServiceNow Integration

Governance & Operations Lifecycle Management, Architecture Standards, DR/BCP, Vulnerability Remediation, Vendor Management, Change Governance

CERTIFICATIONS

Microsoft Azure Fundamentals (AZ-900) • active AWS Certified Cloud Practitioner • active VMware Certified Professional (VCP-DCV) • previously held; renewal in progress Microsoft Certified Professional (MCP) • previously held