

RYAN R. FRAZIER

617.851.8465

rrfrazier@gmail.com

@rrfrazier

www.linkedin.com/in/ryanrfrazier

I am a seasoned IT professional and have built a career focused on bridging the gap between business and technical groups within organizations. I possess strong communications skills, keen analytical insight, an ability to rapidly grasp high-level organizational needs and objectives, and a depth of technical knowledge and experience. These skills allow me to clearly explain the value proposition to business leaders, work effectively with technology groups to clarify the needs of the business, and lead change within organizations to achieve value.

I am a passionate evangelist who loves to explain how new technology can be used to address the myriad needs of businesses and organizations in support of their strategies and enable greater efficiency, agility, and innovation in support of core missions.

Key Skills and Competencies

Cloud Computing Strategy (IaaS/PaaS/SaaS); Amazon Web Services (AWS) Architecture; AWS Cost Analysis and Optimization; DevOps; Higher Education IT Leadership; Business Relationship Management; Account Management; Vendor and Contract Management; Strategic Planning; Team Development; Program and Project Management; ITIL; IT Financial Management; Offshore Team Management; Web Strategy and Planning; Web Development; Public Speaking and Presentations; Technical Writing; Business Writing; Data Analysis and Analytics; SQL; PHP; Linux

Work Experience

November 2015–Present: Director, Systems Engineering and Operations, [HBX](#) | Harvard Business School, Boston, MA

Responsible for infrastructure, data management, information security, shared technology services, and technical operations for HBX, the online learning environment of Harvard Business School. Includes oversight of DevOps team, AWS implementation, Redshift/Snowflake/Informatica/Tableau data warehouse & BI environment, custom-designed [HBX Live](#) virtual classroom infrastructure, and off-shore services and support engagements.

- Led AWS optimization program that resulted in monthly cost savings of over 35%, saving over \$250K annually;
- Oversaw implementation of new Data Warehouse environment, consolidating data from over 6 sources and using novel techniques to handle ETL of complex MongoDB source data; building Tableau reporting environment; and implementing governance program to prioritize organizational efforts; directed off-shore team performing implementation and providing ongoing support services;
- Directed build-out of new QA test lab for HBX Live, encompassing advanced audio-video, unified communications, digital signage, and custom web application technology necessary for delivering one-of-a-kind synchronous virtual classroom environment;
- Developed Information Security Program, including roll-out of two-factor authentication, full SEIM coverage for over 150 systems; coordination with HBS and Harvard University IT Security teams; and approval for comprehensive security program engagement with external vendor;
- Aggressively managed \$3MM of discretionary spending to allow for enhancement of security, data warehouse, and DevOps tooling while meeting 5% budget reduction target;
- Directed implementation of Blue-Green release strategy for production environment;
- Negotiated multiple vendor contracts to obtain favorable terms and pricing for HBX.

January 2008-Present: Co-owner and General Partner, Diaper Lab, Somerville, MA

Diaper Lab (<http://www.diaperlab.com>), founded by my wife and I in 2008, retails modern cloth diapers, baby carriers, and other products for infants and toddlers, servicing the Boston, MA area through a retail store, and nationally via online eCommerce website.

September 2011–October 2015: Director, Infrastructure Customer & Project Services, Harvard University IT (HUIT), Cambridge, MA

May 2015–October 2015: Interim Director, HUIT Vendor Management Office

Direct a group of 10 Senior Account, Project, and Vendor Managers, and Business Support professionals serving Harvard University's principal Data Center and Network Infrastructure Operations teams within the Harvard University IT (HUIT) organization.

- Early leader in development of [HUIT's cloud initiatives](#) (IaaS, PaaS) as a member of Cloud Core Team, Cloud and DevOps Workgroup, and co-chair of the HUIT Cloud & DevOps Community group; Principal business relationship manager with Amazon Web Services (AWS) for Harvard University;
- Led TCO and cloud economics analysis for AWS as part of University Cloud Strategy development;
- Negotiated multiple AWS Enterprise Agreements, including University-wide Enterprise Support Agreement supported by innovative internal model with four separate internal business units participating.
- Launched Partnership Engagement Program to improve understanding of strategic priorities and needs of School CIOs and Executive Management of major Administrative Units;
- Developed initial strategy and implementation of new IT Vendor Management Office for HUIT and realized \$1MM in annual savings/cost avoidance through active vendor management;
- Directed \$40MM+ internal charge-back and cost-recovery system and services; consolidated over five separate internal billing systems and approaches into a single system with over 200 customer accounts supporting over 30 services, significantly increasing customer satisfaction, service revenue capture, and reporting capabilities available to service owners; implemented AWS re-billing service supporting over 100 linked accounts.

September 2010-September 2011: Solutions Engineer, [Next IT](#), Spokane, WA

Supported the Sales team by for Virtual Assistant technology company by delivering technical support for pre-sales activities including RFI/RFP development, on-site and remote presentations to customers, and creation of product marketing materials. Partnered with Director of Business Development in engagements with potential partners. Co-wrote white paper on Intelligent Virtual Assistants with CTO. Managed Analyst Relations with Gartner and Forrester Research.

April 1997-August 2009: Harvard University, Central Administration IT (CAIT) & University Information Systems (UIS), Cambridge, MA

April 2005–August 2009: Product Manager, Website Development Services

Principal customer-facing representative for internal web development and management group supporting over 50 University websites, undertaking over 75 projects per year. Primary responsibilities included budget and finances; internal sales, marketing, and business development; writing responses to and creating presentations for RFPs/RFIs; initiating partnership arrangements with external vendors; and advising Sr. Management, including the University CIO, on matters relating to web technology. Accomplishments included increasing fee-for-service internal revenue from \$500K to \$1.4M per year and eliminating an inherited \$100K deficit; increasing FTE headcount from 7 to 11; leading engagement to develop award-winning intranet site for Harvard's Alumni Affairs and Development group.

November 2004-April 2005: Project Manager, Office of the Asst Provost for IT and University CIO

May 2002-April 2004: Project/Product Manager, Network and Server Systems

August 2001-July 2002: Support Services Manager, Network and Server Systems

July 2000-July 2001: Customer Service Program Coordinator, Network and Server Systems

April 1997-June 2000: Associate Technical Specialist, UIS Help Desk

Increasing responsibilities providing end-user and department-level IT support; Remedy ticket tracking system developer and application manager; Project manager and principal liaison to Infrastructure for implementation of Harvard's PeopleSoft HR/Payroll system; internal IT consultant to Department of Molecular and Cell Biology (MCB)

Other Experience

EDUCAUSE/CLIR Leading Change Institute (Frye) Fellow, 2013

August 2003; July 2004; October 2004: CTD Watchstander/ Watch Leader, Woods Hole Oceanographic Institute

Science volunteer aboard various Oceanographic research vessels (see <http://www.whoi.edu/arcticedge>)

Teaching Assistant, Harvard University Extension School

Led weekly sections and graded papers and assignments for a variety of courses:

Fall 2002: Information Management for Managers

Spring 2002, Fall 2000, Fall 1999: Introduction to Databases and Client Server Computing

Fall 1998: Academic Writing and Critical Reading

Research Assistant, MIT Technology, Business and Environment Program

Publications and Presentations

Practical Cost Management for Amazon Web Services, NERCOMP Annual Conference, 2017 (accepted session proposal)

Moving to the Cloud with Amazon Web Services (AWS), EDUCAUSE Annual Conference, October 2016 (half-day workshop session)

Cloud-First and Going All-In with the Cloud Panel, AWS Public Sector Summit 2016

Cost Optimization Panel with Customers and Partners, AWS Public Sector Summit 2016

Building a Cloud-Based Data Warehouse: An HBX Case Study, Harvard IT Summit, June 2016

Going 'All-In' on AWS - Customer Stories, AWS Public Sector Symposium 2015

Evolving to the Cloud, AWS Government, Education, and Nonprofits Symposium, 2014

Enterprise Cloud Adoption Strategies in Higher Education, AWS re:Invent 2014, EDU202

Cloud Strategy for Higher Education: Building a Common Solution, Research bulletin. Louisville, CO: ECAR, November 5, 2014

Certifications

ITIL version 3, Foundations, PEOPLECERT Licenses GR756014045RF

**ITIL v. 3 Intermediate Certificate in Service Offerings and Agreements, PEOPLECERT
License GR756014045RF**

Education

**Master of Science, Technology and Policy, Massachusetts Institute of Technology (MIT),
Cambridge, MA**

Bachelor of Science, Chemistry, Harvey Mudd College, Claremont, CA