

Alan Chapman

Global Head of Technology and Infrastructure

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STRENGTHS

- ♥️ **Executive risk communication**
Turned technical exposure into clear remediation choices, helping executives and audit leaders act with confidence.
- 👥 **Distributed team leadership**
Set priorities across directors, managers, and specialists, giving teams room to solve issues and deliver dependable services.
- 🚀 **Resilience planning**
Recovery exercises revealed practical gaps, and follow through converted findings into stronger continuity readiness.
- 🏗️ **Architecture judgment**
Compared cost, security, capacity, and support needs before major selections, earning trust from business and technical peers.
- 🤝 **Vendor partnership**
Balanced contract terms, capability, risk, and continuity during sourcing decisions, keeping stakeholder conversations productive.

SKILLS

IT Operations Cybersecurity

Risk Management

Roadmap Planning Budgeting

Process Mapping AI Governance

Vendor Management

Contract Negotiation

Mergers and Acquisitions

Business Continuity

Disaster Recovery

Portfolio Management

Executive Advising Service Quality

SUMMARY

Senior technology executive with 17 years of progressive leadership across **global IT operations, infrastructure, cybersecurity**, enterprise applications, cloud platforms, and technology delivery. Directs distributed teams, complex portfolios, vendor ecosystems, budgets, architecture decisions, and resilient services across multi site enterprises. Advises executive leaders and audit committees on cyber risk, remediation, resilience, investment priorities, and operational performance. Hands on experience includes Cisco WAN and LAN, Pure Storage and SAN, Citrix and Xen, Microsoft Active Directory, Azure, Office 365, Teams, private cloud, public cloud, disaster recovery, NIST, and CIS Controls. Has led acquisition integrations, strategic sourcing, process mapping, AI governance, automation, and **business continuity** programs. Brings practical technical judgment and collaborative leadership that connects secure technology roadmaps with growth, efficiency, availability, and measurable business value.

EXPERIENCE

Vice President, Global Technology Operations

Summit Consumer Systems 📅 January 2022 - Present 📍 Chicago, IL

Leads global infrastructure, security operations, endpoint services, platforms, vendor relationships, and acquisition integration across 28 locations. Sets direction for directors and managers while advising executives and audit leadership on risk, resilience, investment, and service performance.

- Directed distributed technology leaders across 28 locations, improving service priorities and operational accountability.
- Presented cyber risk and remediation plans to executives and audit committee members, securing investment decisions.
- Established Azure, **private cloud**, Cisco, Pure Storage, Microsoft 365, identity, and endpoint modernization **roadmap**.
- Governed **AI** pilots through **security**, data, architecture, legal, and business reviews, controlling integration risk.
- Led recovery testing and continuity planning, using **NIST** findings to prioritize resilience investments.
- Managed sourcing, **contracts**, vendor performance, and acquisition integration while protecting service continuity.

Senior Director, Infrastructure and Security

Horizon Manufacturing Group 📅 January 2018 - December 2021 📍 Schaumburg, IL

Directed infrastructure, network, database, **desktop support**, and security teams across North America and Europe. Managed architecture, delivery portfolios, budgets, controls, executive reporting, and integration work supporting **distributed operations** and production availability.

- Directed infrastructure, network, database, desktop, and security teams across North America and Europe.
- Modernized Cisco WAN and LAN with Pure Storage and SAN architecture for production availability.
- Expanded Active Directory, Azure, **Office 365**, Teams, and Citrix capabilities for distributed employees.
- Formalized NIST and **CIS Controls** across monitoring, access governance, backup verification, and incident readiness.
- Managed portfolios through scope, schedules, budgets, architecture reviews, and executive **reporting**.
- Integrated identity, connectivity, endpoints, and **security monitoring** for two acquired operations without service disruption.

Director, IT Infrastructure

Meridian Distribution Technologies 📅 January 2014 - December 2017 📍 Elgin, IL

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Vice President, Global Technology Operations at Summit Consumer Systems (4.7 Years)
- Senior Director, Infrastructure and Security at Horizon Manufacturing Group (3.9 Years)
- Director, IT Infrastructure at Meridian Distribution Technologies (3.9 Years)
- Infrastructure Manager at Lakeview Business Services (2.9 Years)
- Systems Engineer at Prairie Office Technologies (1.2 Years)

Managed network, server, storage, database, endpoint, and infrastructure project teams for a multi site enterprise. Shaped architecture decisions, **technology selection**, supplier agreements, recovery planning, workflow mapping, and automation that improved capacity, availability, cost control, and service consistency.

- Managed network, server, storage, database, endpoint, and **infrastructure** project **teams** across multiple sites.
- Redesigned private and **public cloud** architecture for capacity, availability, and cost efficiency.
- Built solution reviews comparing **security**, supportability, cost, process impact, and architecture options.
- Negotiated managed service and hardware agreements with finance, legal, security, and operations stakeholders.
- Developed recovery runbooks and exercises, closing dependency and recovery sequence gaps.
- Mapped service workflows and implemented **automation** that reduced manual handoffs while preserving controls.

Infrastructure Manager

Lakeview Business Services 📅 January 2011 - December 2013 📍 Downers Grove, IL

Led systems and network engineers supporting corporate offices and remote locations. Standardized infrastructure administration, monitoring, recovery practices, remote access, supplier management, and project delivery with clear dependencies, rollback plans, service levels, and stakeholder communications.

- Led systems and network engineers supporting corporate offices and remote locations.
- Standardized Active Directory administration, endpoint practices, monitoring, and escalation procedures.
- Planned Cisco upgrades with scope, dependencies, schedules, rollback procedures, and communications.
- Introduced **system health checks**, backup verification, and recovery documentation to improve readiness.
- Coordinated Citrix remote access improvements across authentication, capacity, and application dependencies.
- Managed suppliers and service **contracts**, validating requirements and service levels.

Systems Engineer

Prairie Office Technologies 📅 October 2009 - December 2010 📍 Aurora, IL

Supported Windows servers, Active Directory, LAN and WAN, storage, backup, desktop infrastructure, virtualization, and recovery services for commercial clients. Resolved cross platform incidents and strengthened operational documentation through disciplined implementation and validation practices.

- Supported Windows servers, Active Directory, LAN and WAN, storage, backup, and desktop **infrastructure**.
- Configured Cisco switching and routing, documenting changes and carrier escalations.
- Administered access, group policy, patching, and backup jobs, verifying post maintenance health.
- Supported virtualization and shared storage deployments with implementation checklists and connectivity validation.
- Traced recurring incidents across endpoints, servers, **networks**, and authentication services, documenting fixes.
- Restored systems during recovery exercises, validated services, and recorded procedural gaps.

PROJECTS

Global Infrastructure Modernization 📅 2023

Aligned Azure, private cloud, Cisco networking, Pure Storage, Microsoft 365, identity, and endpoint priorities through a shared roadmap. Executive sponsors gained clearer investment choices and stronger service resilience.

Acquisition Technology Integration 📅 2020

Connected identity, endpoints, networks, and security monitoring for acquired operations. Cross functional planning protected continuity while creating a repeatable integration approach for future transactions.

Enterprise Recovery Readiness 📅 2016

Mapped recovery dependencies, tested runbooks, and closed sequencing gaps across infrastructure services. Operations leaders gained clearer recovery decisions and stronger confidence in continuity planning.

LEADERSHIP & AWARDS

- Executive recognition for translating cyber risk and remediation priorities into funded technology action plans.
- Leadership recognition for guiding distributed infrastructure teams through acquisition integration without service disruption.
- Operational recognition for strengthening recovery testing, continuity planning, and resilience investment decisions.

EDUCATION

Master of Business Administration

DePaul University 🎓 GPA: 4.0 📅 2014 📍 Chicago, IL

Coursework: *Technology strategy, finance, operations management, organizational leadership*

Bachelor of Science in Computer Science

Northern Illinois University 🎓 GPA: 4.0 📅 2009 📍 DeKalb, IL

Coursework: *Database systems, network architecture, information security, software engineering*

CERTIFICATIONS

- Certified Information Systems Security Professional 📅 2016
- Microsoft Certified: Azure Solutions Architect Expert 📅 2021

TECHNICAL SKILLS

- **Network Infrastructure:** Cisco WAN, Cisco LAN, Network Operations
- **Storage Platforms:** Pure Storage, SAN, Backup Storage
- **Cloud Platforms:** Azure, Private Cloud, Public Cloud
- **Microsoft Platforms:** Active Directory, Office 365, Teams
- **Virtualization Systems:** Citrix, Xen, Virtual Machines
- **Security Frameworks:** NIST, CIS Controls, Security Controls
- **Recovery Planning:** Disaster Recovery, Backup Recovery, Business Continuity
- **Technology Governance:** AI Governance, Risk Remediation, Audit Reporting
- **Delivery Management:** Project Planning, Portfolio Management, Budget Management
- **Sourcing Management:** Vendor Selection, Contract Negotiation, Strategic Sourcing
- **Operations Monitoring:** Security Monitoring, System Health Checks, Service Monitoring

PROFESSIONAL AFFILIATIONS

- Technology executive participant in audit committee and executive governance discussions on risk, security, and resilience.
- Cross functional partner to finance, legal, security, operations, and business application leaders on sourcing and delivery.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST